Bonnie

We were introduced to our client by a third party who paired us because of our previous history with the technologies used, to resolve a number of problems:

1. Performance analysis and enhancement to a bespoke business portal generating quotes.

   Our top objective was to give users a better experience.

   Having sat in a training session with the client it was obvious the application felt slow and sometimes unresponsive.

   We asked for the specific pain points and were shown around various areas of the system.

   After understanding the problem, we started by establishing what had been done already to speed up the system.

   Some of the information provided to us gave us a clue as to what the problem might be, so we first a database performance tuning advisor which recommended creating 49 new indexes on tables.

   Another thing we wanted to based on the comments in the training was look at the configuration of IIS, we turned on preloading and made a few other configuration changes to help speed up the initial load of the application.

   The current APM tool was giving some information but it didn't tell us what happened in the browser, so we set up some monitoring tools to allow us to monitor the performance better.

   We identified the loading spinner was displaying for longer than it needed to.

   Having made some code changes to the dependency injection, and optimising the way in which data was queried, the system speed increased by around 60%.

   The work is ongoing to identify more causes of speed issues with the aim of getting pages to load under 100ms.

2. Assisting with the delivery of new functionality.

   We are working with the client to scope out the new functionality.

3. Assisting with application changes required to accommodate the Faster Switching programme.

   We are working with the client to scope out the new functionality.