

CASE STUDY

Optimizing Elite 3E
Performance and Stability
with Compass: Application
Managed Services

INDUSTRY
Legal

LOCATION
New Jersey

ATTORNEYS
165

Introduction

Our customer is an AM Law 200 firm that provides legal services throughout the United States. They represent hundreds of businesses, large and small, in addition to select individuals.

As a large and prominent firm with many attorneys working remotely due to COVID-19, the client needs its applications to function smoothly at all times. Any performance issues or downtime have the potential to cause serious disruption to the business.

The Challenge

After a successful Elite 3E migration, the customer started experiencing poor and intermittent performance issues with Elite 3E and Paperless Proforma. With a small in-house IT function, the customer had limited knowledge of the 3E application stack and how to further troubleshoot the root cause. Was it their infrastructure? A software bug? A customization issue?

The customer was frequently having to restart the web application, particularly during their month-end billing cycle, when 3E was under considerable load.

They hired Helm360 to bring stability to a system that was fast losing the confidence of the law firm's senior staff.

WHY THEY HIRED US



A highly cost-effective onshore/offshore hybrid delivery model.



Deep knowledge of Elite 3E, and other core Thomson Reuters products.



Trust and proven expertise; we previously helped this client with a different upgrade project.



Reduce the internal team's involvement, allowing them to focus on key business activities.

What We Did

Helm360 provided a combination of product knowledge (Thomson Reuters Elite 3E platform), technology knowledge (optimizing 3E, SQL Server tuning and Windows OS tuning), and troubleshooting experience to successfully solve the customer's performance issues.

PRODUCT KNOWLEDGE

Our experience in the Thomson Reuters Elite 3E platform allowed us to quickly identify and rule out areas of potential performance issues through sub-optimum software configuration or customization. We quickly established that the performance issues were the result of fragmentation in the customer's database.

OUR 5-STEP SOLUTION

1. Triage and fix the performance issue.
2. Stabilize the system.
3. Maintain the system.
4. Support customizations.
5. Evolve.

TROUBLESHOOTING, BENCHMARKING, AND TUNING

To effectively measure and identify bottlenecks in the application or infrastructure, we used a combination of the Microsoft Performance Monitor, SQL Server Extended Events and Thomson Reuters Elite 3E logging capability. This combination of monitoring tools allowed us to measure the following key components:

- Impact of the customer's 3E workload on CPU, memory, disk, I/O across their infrastructure
- Areas of SQL Server tuning, like index fragmentation
- Poorly written SQL queries being generated by the application
- Inefficient code running on the application servers causing CPU/Memory spikes



The Results

Armed with our analysis, we were able to implement best practice maintenance tasks on the SQL Server and WAPI servers to ensure the system ran smoothly going forward.

In addition, as a managed services customer, the Helm360 team was able to offer advice and guidance on various issues that were raised such as:

- Printing Issues from Paperless Proforma
- Validating the customer's backup approach
- Helping to isolate critical issues with BizTalk loads.

Through Helm360's Compass Application Managed Services for Elite 3E, we were able to quickly resolve critical performance issues affecting the client's ability to bill their customers as well as bring stability to a core business system.



www.helm360.com info@helm360.com

U.K. 44(0) 1722 446 210 U.S. +1 877-435-6360