

CASE STUDY

HARNEYS

Ongoing Elite Enterprise
Performance Issues Solved
by Helm360



CLIENT
Harneys

INDUSTRY
Legal

ATTORNEYS
300

Introduction

Harneys is a global, offshore law firm with offices in the British Virgin Islands, Cayman Islands, Luxembourg, Cyprus, Bermuda and Anguilla. A full-service law firm, their offerings include all major transactional, contentious, and private client disciplines. Harneys is an extremely progressive and innovative firm that prides itself on its responsiveness. Their legal technology infrastructure must not only keep pace with a diverse workload but also support the company's future-focused initiatives.

The Challenge

Since moving to a hosted environment, Harneys faced ongoing intermittent system slowdowns with their Elite Enterprise, Webview, and BI reporting. In some cases, processes that would typically take seconds to complete were often taking 30 minutes, leading to frustration within the user base.

As well as this, there were inefficiencies in getting key reports to stakeholders.

Harneys contacted their hosting provider about the slow performance. They were told no hardware-related issues could be identified, meaning the issue was likely stemming from the software itself.

WHY HARNEYS HIRED US



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



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



Independent, unbiased testing to give a true picture of the customers' solution.



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 Enterprise platform), technology knowledge (Cloud Platform/Virtualization/Windows Server/SQL Server tuning), and troubleshooting experience to successfully solve Harneys' performance issues.

PRODUCT KNOWLEDGE

Our experience with the Elite Enterprise platform allowed us to quickly identify and rule out potential causes of the performance issues, which often arise due to suboptimal software configurations or customizations. We were able to establish what should be an acceptable performance baseline for key functions to prove, in this case, that the underlying infrastructure was at fault, not the application.

“Our in-house efforts at resolution had stalled, and it was the detailed analysis and considerable technical know-how of the Helm360 team that enabled us to move those efforts forward again.”

– David Kinkead, Harneys CIO

TROUBLESHOOTING, BENCHMARKING, AND TUNING

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

- Impact of load test on CPU, Memory, Disk, I/O across the infrastructure.
- Areas of SQL Server tuning, like increasing the Cost Threshold for Parallelism from the default Microsoft ship.
- 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 quickly help Harneys communicate with their hosting provider to implement changes to their disk storage. This resulted in a massive performance improvement across the system. For example, one of the benchmarked processes went from taking 30+ minutes to execute to consistently taking less than two minutes.

This project was completed in one week.



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