



FNZ Launches New Wrap Platform up to Four Weeks Earlier with Foglight® Experience Monitor

FNZ (UK) Ltd, a team of approximately 50 financial planning specialists from New Zealand, was hired by a leading pensions provider to deliver a critical new savings and investment platform. Known as a “wrap,” this platform gives clients a view of all of their investments in one place, enabling independent financial advisors, for example, to see a total picture of their customers’ investments.

The wrap platform concept was relatively new in the UK during this time, but popular in the United States, Canada, New Zealand and Australia, where it accounted for 75 percent of new investment business. Seeking a monitoring solution that could report on the traffic through its client’s newly launched wrap platform, FNZ turned to Quest Software.

The Challenge

Having provided wrap platforms in New Zealand for several years, the FNZ team knew it would need a non-intrusive way to monitor web site traffic and performance. The team needed to collect data from the site during the day and highlight any problems and the impact of changes. In addition, FNZ wanted a tool that would provide reports for its client.

FNZ met with numerous solution providers, including Quest Software, to learn how it could best meet its web reporting and analysis requirements.

The Quest Solution

Of the tools it considered, FNZ found that Quest’s Foglight® Experience Monitor was the only non-intrusive solution. The product could run constantly, without impacting the performance of the wrap platform. The FNZ team was also impressed with Foglight’s intuitive interface, which enabled developers and management alike to easily access information, while keeping training requirements for network administrators to a minimum.

Foglight Experience Monitor for web-based applications optimises the end-user experience, improves capacity and quickly diagnoses performance problems. Unlike active monitoring solutions that track only scripted user scenarios, or desktop-based monitors that track only a subset of users, Foglight Experience Monitor tracks all users, all the time, to provide a complete picture of the end-user experience. By observing all traffic, it identifies the most frequent and the worst-performing transactions of customers, ensuring there are no holes in an organization’s monitoring strategy.

At an initial design meeting, Quest helped FNZ establish how best to integrate Foglight Experience Monitor into its network architecture. Then Quest’s Professional Services Organisation (PSO) installed and configured the product and gave FNZ guidance on getting started with it. Two weeks later, FNZ was collecting data and producing the reports it needed.

The Bottom Line

Foglight Experience Monitor gives FNZ full visibility into the wrap platform’s performance, which allows for the fastest possible resolution of problems. As a result, FNZ is now saving time and maintaining high levels of customer service. “Our customer support team can be on the phone with a customer and see exactly what the customer sees,” explained Joeli McLauchlan, Head of IT infrastructure, FNZ (UK) Ltd. “The team quickly gains a better understanding of the problem. With this insight, we now can rectify any issue more swiftly.”

The Quest solution provides FNZ with reports that highlight critical issues, so the company can spot performance problems that may not have surfaced with other kinds of testing. “The comprehensive

“Foglight Experience Monitor ensures that we have no surprises, helping us to meet our client’s availability and performance targets for the provision of the wrap platform, and ensuring that FNZ doesn’t lose revenue or business as a result.”

— Joeli McLauchlan
Head of IT Infrastructure
FNZ (UK) Ltd.

Overview

Headquarters

Edinburgh, Scotland

Services

Financial services

Critical Needs

A solution to provide reporting and analysis of web site traffic and performance

Solution

Foglight Experience Monitor

Results

- Achieved time savings and high customer service levels, through full performance visibility, including critical-issue reporting
- Provided assurance that business and revenues will be preserved thanks to effective monitoring that helps meet availability and performance targets
- Delivered a method of growth planning
- Achieved at least 100 percent ROI prior to launching the wrap platform used by customers to manage their financial portfolios from one portal
- Launched wrap platform up to four weeks earlier than expected, due to time savings

statistical reports from Foglight Experience Monitor emphasise issues that are high priority, while giving you a view of what the customer is experiencing, such as slow pages,” said McLauchlan. “This information helps us identify and fix issues that our load testing perhaps didn’t bring to light.”

Foglight Experience Monitor also gives FNZ the assurance that it will meet its contractual obligations with its client, helping to preserve revenues. “Foglight Experience Monitor eliminates surprises so we can meet our client’s availability and performance targets for the provision of the wrap platform,” noted McLauchlan. “It also ensures that FNZ doesn’t lose revenue or business as a result.”

The reports generated by Foglight Experience Monitor allow FNZ to produce growth projections quickly and easily. “The ad-hoc reports show, for example, the number of users each month,” explained McLauchlan. “They help us to quickly establish the impact of business growth on the web server and on network traffic, and then act accordingly.”

FNZ credits Quest Professional Services for strategically positioning the Foglight Experience Monitor servers within its network, which resulted in considerable time savings and ensured a smooth implementation. FNZ was able to start collecting data and producing reports within only two weeks due to the rapid installation, configuration and basic training provided by Professional Services. As a result, FNZ is convinced that its Quest solution has more than paid for itself.

“Without Foglight Experience Monitor, we would need to develop a custom reporting tool that used the web server’s log,” explained McLauchlan. “This would be extremely complex, cumbersome and time-consuming. Ironically, it would also impact the performance of the wrap platform. So not only has Foglight Experience Monitor paid for itself, but it also helped us to go to market with our client’s wrap platform three to four weeks earlier than planned.”

Based on the strong results from using Foglight Experience Monitor in the UK, FNZ has also implemented the solution at its parent company in New Zealand. “Foglight Experience Monitor does exactly what Quest said it would do, meeting all of our expectations,” added McLauchlan.

About FNZ (UK) Ltd.

FNZ (UK) Ltd is part of FNZ Group, providing wrap platform services to a wide variety of customers, including market leaders such as Standard Life in the UK and Bank of New Zealand in New Zealand. Wrap platforms are revolutionising the wealth management industry and FNZ is at the forefront of this technology. The platform is the highest-rated online financial planning tool in the UK market and FNZ was shortlisted for the *Information Age Effective IT Awards* in the “Most Effective Use of IT in the Financial Services” category.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at www.quest.com.

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