



CAPACITY PLANNING

CAPACITY PLANNING CASE STUDY

CUSTOMER: FINANCIAL CORPORATE
INDUSTRY: BANKING
LOCATION: EGYPT
COMPANY SIZE: MEDUIM





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OVERVIEW

Capacity Planning consulting service to assess the impact of doubling the number of users.

CUSTOMER OVERVIEW

Our customer is a multilateral financial corporate providing many financial services such as credit, guarantees, trade, etc with operation in different countries.



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THE CHALLENGE

Our customer environment was built based on standard enterprise grade architecture across networking, data center, mobility, security, and cloud technologies. Due to an urgent business need, there had been a requirement to double the number of users operating on the same infrastructure. Our customer wanted to proactively assess whether the capacity of the infrastructure would support this sudden expansion or if an upgrade is mandatory.



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HOW OUR PROFESSIONAL SERVICES HELPED?

To address this challenge, our team had worked closely with the customer to explore the details of the running environment and compile the output of this exploration into a visible dashboard. The performance of the business applications, either on premises or cloud, upon doubling the number of users was a key aspect. The process started by interviewing different stakeholders from the customer operation team in addition to the business applications owners to identify the running services.



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HOW OUR PROFESSIONAL SERVICES HELPED?

After we have identified the running business services the associated traffic flow, many probes have been used in different segments to extract actionable data and to shed light on the infrastructure utilization at peak hours. We have also worked with the customer to accurately anticipate the potential congestion areas across various technology stacks if the number of users will be doubled.



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HOW OUR PROFESSIONAL SERVICES HELPED?

This study has assisted the customer to develop a justifiable upgrade plan in specific areas to serve the business expansion objectives.

A comprehensive failure impact analysis has been done to assess the impact of a node, a link or a function failure on the overall capacity of the infrastructure, which has assisted the customer to prioritize the critical parts of the upgrade plan.

This Capacity Planning exercise has assisted the customer to confidently fulfill the business need of doubling the number of users in a fast, yet controlled approach.



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Your take-aways

- Gaining visibility about the current infrastructure utilization.
- Identify existing and potential congestion areas.
- Develop justifiable upgrade plan.