

CUSTOMER SUCCESS STORY:  
MARITIME CARGO  
PROCESSING

# MCP safeguards communications at 17 UK maritime ports with CA Wily Introscope.



## Customer Profile

Industry: IT  
Organization: Maritime Cargo Processing  
Employees: 23  
Revenue: £6 million

## Business Impact Summary

### Business:

Maritime Cargo Processing (MCP) is a leading supplier of Port Community Systems in the UK. The company's Destin8 application is a Web-based inventory service used by 17 UK ports, including Felixstowe, Thamesport, Liverpool, Teesport, Bristol and Grangemouth.

### Challenge:

Any downtime of Destin8 would severely impact MCP's customers and port activities. To safeguard the availability of Destin8, MCP needs to be able to monitor the performance of every element of the Destin8 application and resolve any problems quickly.

### Solution:

MCP has deployed CA Wily Introscope®, a key component of the CA Wily Application Performance Management solution, to monitor Destin8, which is underpinned by 13 servers, round-the-clock. The solution enables MCP to pinpoint any application performance problems, thereby preventing downtime for the 2,000 users. The solution also simplified load testing of the application prior to its launch.

### Result:

By maximising the availability and performance of Destin8, MCP can safeguard the timely processing of thousands of shipments at 17 UK ports. This not only helps to protect MCP's revenue but also maintain customer satisfaction.



CA Customer Alliance Program



Transforming  
IT Management

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## Business

### Providing reliable information for UK ports

Maritime Cargo Processing (MCP) was established in 1985 to manage and market a Port Community System developed at the Port of Felixstowe in the UK.

This system, known as Destin8, is now used in 17 ports across the country, including, Felixstowe, Thamesport, Liverpool, Teesport, Bristol and Grangemouth. These ports handle thousands of cargo shipments per year; for example Immingham and sister port Grimsby handled a combined total of 66 million tonnes of freight in 2007.

MCP's Web-based inventory service supplies real-time information to the various organisations involved in port management, including:

- Shipping lines and agents
- Port authorities
- Terminal operators
- HM Revenue & Customs and other UK government agencies
- Clearing agents and customs brokers
- Road and rail hauliers/operators.

MCP is also heavily involved in assisting and promoting trade facilitation through involvement with organisations such as the World Customs Organisation, the International Association of Ports and Harbours and SITPRO.

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## Challenge

### Safeguarding shipment processing

The company's original Port Community System, known as FCPS, was based on a mainframe platform. FCPS was an extremely successful and reliable system, but in order to take advantage of emerging technologies, MCP decided to redevelop its system as a browser-based application using Java technologies.

In the early stages of development, the company recognised that it would need an application monitoring solution to safeguard against downtime.

Pete Inman, Project Leader at MCP, comments, "The new version of our system, which we named Destin8, was highly complex. In order to manage it effectively, we needed to be able to monitor every element of the system."

Destin8 is used by around 3,000 people at locations across the UK. System downtime will not only impact these users, but also the companies receiving shipments via UK ports, such as high-street retailers.

Felixstowe Port, for example, handles almost 3.5 million containers a year, which is a large proportion of UK container traffic. More than 5,000 ships pass through its terminals every year. If Destin8 is unavailable, the port is unable to operate efficiently, and imported goods cannot be unloaded or distributed to the warehouses and stores.

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**Pete Inman**  
Project Leader, Maritime Cargo Processing

“If Destin8 suffers downtime, goods may not reach shop shelves on time, which not only impacts consumers but also retailers’ revenues,” adds Inman.

As well as maintaining availability, MCP must ensure Destin8 continues to perform at optimum level. Destin8’s users expect customs clearances and other business-critical transactions to be processed in a matter of minutes. Electronic Data Interchange (EDI) and electronic messaging play an extremely important part in the operation of Destin8. The application uses EDIFACT standard messaging as well as a bespoke format developed by MCP. Each day, Destin8:

- Exchanges around 80,000 messages with the Port of Felixstowe’s terminal operating system
- Receives around 25,000 bespoke messages from customer systems
- Sends around 50,000 bespoke messages to customer systems
- Receives around 5,000 EDI customs declarations from third party software applications, which are processed in real time by HM Revenue & Customs (HMRC)
- Receives around 4,000 EDIFACT messages
- Delivers around 15,000 EDIFACT messages.

Each of these messages needs to be processed as quickly as possible.

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## Solution

### Instant alerts to system problems

After investigating a number of application monitoring solutions, MCP decided to deploy CA Wily Introscope®. Inman comments, “We knew straight away that the CA Wily Application Performance Management solution was the product we wanted. It was far more user-friendly than other solutions on the market, some of which were extremely complicated.”

CA Wily Introscope was initially used by MCP for application load testing during the final development stages of Destin8, which went live in 2006. “Using CA Wily Introscope, we were able to pinpoint the root cause of several issues and update the source code to eliminate the fault prior to the application going into production,” comments Inman.

The CA solution is now used to monitor Destin8 on a 24x7 basis. MCP has installed CA Wily Introscope agents on every server involved in supporting the system, which includes:

- Three servers underpinning MCP’s website and online access to the application
- A cluster of four BEA WebLogic servers handling online transactions
- A cluster of four BEA WebLogic servers for backend processing which handles large processing tasks, electronic message processing & output generation
- A database server running Microsoft SQL Server 2005
- A Windows server for report output and other file storage.

*“Using CA Wily Introscope, we were able to pinpoint the root cause of an issue and update the source code to eliminate the fault prior to the application going into production.”*

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**Pete Inman**  
Project Leader, Maritime Cargo Processing

The Port of Felixstowe's IT team, which is responsible for operating Destin8 on a day-to-day basis, uses the CA solution to identify potential problems with the Port Community System. As Inman explains, "A number of core processes within Destin8 rely on integration with other online applications, such as official Customs systems. If this link is lost, port activities are severely hampered. CA Wily Introscope will alert the support team to such an issue, and provides all the information they need to identify whether they are able to resolve the problem themselves or need to call us in to fix it."

MCP even uses CA Wily Introscope to provide a live system availability feed on its website. "By sharing application performance information with existing and potential customers, we can reassure them of the quality of the Destin8 application," comments Inman.

*"By maximising the availability and performance of Destin8, we are able to safeguard the timely processing of thousands of shipments for businesses across the UK."*

**Pete Inman**  
Project Leader, Maritime Cargo  
Processing

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## Results

### Protecting reputation and customer satisfaction

By using CA Wily Introscope to monitor the Destin8 application, MCP can ensure that problems are resolved quickly and safeguard availability. Inman comments, "We usually identify and fix issues before customers even notice."

Maintaining high levels of system performance and availability helps MCP to:

- Protect its reputation
- Maintain customer satisfaction
- Ensure ports can operate effectively.

"Destin8 is our main revenue stream and a business-critical system for our customers," comments Inman. "By maximising the availability and performance of Destin8, we are able to safeguard the timely processing of thousands of shipments for businesses across the UK."

The CA solution will also help MCP as it continues to develop the Destin8 application. For example, the company has recently implemented BEA AquaLogic Service Bus™ and is working with CA to expand CA Wily Introscope to monitor this component. MCP will participate in CA's beta testing program for this new functionality during the early part of 2009.

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To learn more and see how CA software solutions enable other organizations to unify and simplify IT management for better business results, visit [ca.com/success](http://ca.com/success).