

CUSTOMER SUCCESS STORY:
INNOVAPOST

Innovapost safeguards CAN\$14 million worth of e-shipping transactions every day with CA Wily Introscope.



Customer Profile

Industry: IT
Organization: Innovapost
Employees: 800

Business Impact Summary

Business:

Innovapost is a leading provider of IT solutions and services, specializing in SAP and Web development. Founded as a joint venture between Canada Post and CGI Inc. in 2002, the company is responsible for managing hundreds of complex systems for Canada Post, including its e-shipping application.

Challenge:

With up to CAN\$14 million worth of transactions being processed by Canada Post's e-shipping application every day, availability is a major concern for Innovapost. To minimize the impact of any performance issues, Innovapost must be able to identify and resolve any faults before customer service levels are affected.

Solution:

CA Wily Introscope®, a key component of the CA Wily APM Solution, monitors Canada Post's e-shipping application round-the-clock and automatically alerts Innovapost if performance thresholds are breached. As well as helping to improve fix times, the solution provides crucial data for performance reporting and capacity management.

Result:

Innovapost is able to maximize the availability of Canada Post's e-shipping tool, which helps to maintain the postal company's revenues and reputation. At the same time, Innovapost is able to provide Canada Post with a cost-effective and scalable service that can meet increased demand for e-commerce services.

Business

Using IT to add value to Canada's postal services

Innovapost is a leading provider of IT solutions and services, specializing in SAP and Web development. The Canadian company's services include business consulting, IT transformation, application development and management, infrastructure service management and change and human performance management.

Founded as a joint venture between Canada Post and CGI Inc. in 2002, the company now has 800 professionals and offices in Ottawa, Toronto and Mississauga.

Canada Post is one of the largest corporations in Canada in terms of revenue. It is responsible for delivering around 40 million pieces of mail every day and has almost 72,000 employees. The organisation's vision is to provide innovative physical and electronic delivery solutions to create value for its customers.

Innovapost is responsible for managing hundreds of complex systems for Canada Post, including one of the largest SAP deployments in Canada. Since 2003, Innovapost has reduced application support costs by 20 percent and IT infrastructure services costs for Canada Post by as much as 30 percent.

"The e-shipping solution is responsible for the distribution of up to three billion mail products a year, and has 14,000 users across Canada."

Laura Mitchell
Vice President eProducts, Innovapost

Challenge

Safeguarding the availability of e-shipping tools

Innovapost develops, maintains and manages Canada Post's e-commerce site, which is one of the largest in the country in terms of the number of visits and the volume of online transactions. One of the most important applications in Canada Post's online portfolio is the company's Electronic Shipping Tool (EST).

EST is designed to provide business customers with fast and easy access to Canada Post's shipping and mailing services. Laura Mitchell, Vice President eProducts at Innovapost, comments, "The e-shipping solution is responsible for the distribution of up to three billion mail products a year, and has 14,000 users across Canada."

With a peak load of up to CAN\$1 million worth of transactions being processed per hour by the application, it must remain available 24x7. If customers experience downtime or slow performance, they may consider enlisting the services of a competing postal provider instead.

Brent Kirwan, Senior Consultant at Innovapost, comments, "In order to minimize the impact of performance issues, we need to know about any faults with the e-shipping tool as quickly as possible — and before they affect customers."

“The CA solution not only pages the team, but also sends an email with details of the issue.”

Brent Kirwan
Senior Consultant, Innovapost

Solution

Proactive trouble-shooting and capacity management

Innovapost uses CA Wily Introscope® to manage Canada Post’s e-shipping tool. The company inherited the CA Application Performance Management solution when it took over management of Canada Post’s e-commerce applications from a third party vendor, and quickly recognized the power of the solution.

CA Wily Introscope monitors the e-shipping application’s performance round-the-clock, and provides real-time alerts to operational staff if any pre-defined performance thresholds are violated.

As Kirwan explains, “The CA solution not only pages the team, but also sends an email with details of the issue. This means that the problem can be immediately directed to the appropriate individual to resolve, minimizing fix times.”

As well as performance degradation alerts and diagnostics, CA Wily Introscope is also used for reporting. This enables Innovapost to provide Canada Post with consistent and accurate performance statistics for its critical e-commerce application.

The data captured by the solution not only builds client confidence, but is also used for benchmarking to aid development. “CA Wily Introscope provides us with information we need around customer demand, which helps ensure that new applications in development can cope with the load in the production environment,” comments Mitchell.

All Canada Post’s applications, including its SAP Enterprise Resource Planning solution, are hosted on a common backend infrastructure.

As a result, CA Wily Introscope’s ability to identify problems within the backend systems not only enables ongoing management of the e-shipping tool, but also helps Innovapost to trouble-shoot Canada Post’s entire environment.

Result

Protecting revenues and reputation

CA Wily Introscope now plays a crucial role in application design, development, testing and management at Innovapost. “The CA solution is part of our technology roadmap and long-term strategy,” comments Kirwan. “Thanks to the success we have enjoyed using CA Wily Introscope to manage Canada Post’s e-shipping tool, we are now planning to extend its use to other applications in its e-commerce portfolio.”

“CA Wily Introscope helps us to ensure the availability of Canada Post’s e-shipping services, which is vital for its reputation and revenue generation.”

Laura Mitchell

Vice President eProducts, Innovapost

Despite utilization of the e-shipping tool doubling in the last four years, Innovapost has been able to consistently meet its service level agreements and maintain application availability of 99.5 percent.

- Using CA Wily Introscope for proactive application performance management has enabled Innovapost and Canada Post to:
- Improve capacity planning, therefore minimizing the need for investment in new technology
- Safeguard up to CAN\$14 million worth of postal transactions every day
- Maintain customer loyalty

“CA Wily Introscope helps us to ensure the availability of Canada Post’s e-shipping services, which is vital for its reputation and revenue generation,” comments Mitchell.

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.