

Case Study Mortgage Center

The Challenge

With system problems already plaguing the 800 users at an Orange, California, mortgage center for one of the nation's leading financial services companies, planned expansion beyond 350 concurrent users processing \$900+ million in B-rated loans seemed completely beyond reach.

Disconnects and freezes were requiring EVERY server be re-booted 3 to 4 times EACH per day with the result that user downtime during the 4 hour peak period each day was running at 50%.

It was also impossible to support the use of a required Fannie Mae application that was accessed using Internet Explorer (IE).

The M9 Solution

Trouble-shooting the problem started with documenting server configurations and monitoring server activity. The immediate assessment was made that Citrix was not optimally configured (a result of a previous upgrade) and that some server configurations were more stable than others. By re-configuring the Master Browsers, Backup Browsers, and creation of a Farm Scope, on a new dedicated physical server (setup as 4 virtual machines using **VMware**), combined with duplication of stable server configurations across all servers, **re-boots required outside of normal maintenance were reduced to 0.**

The Benefits

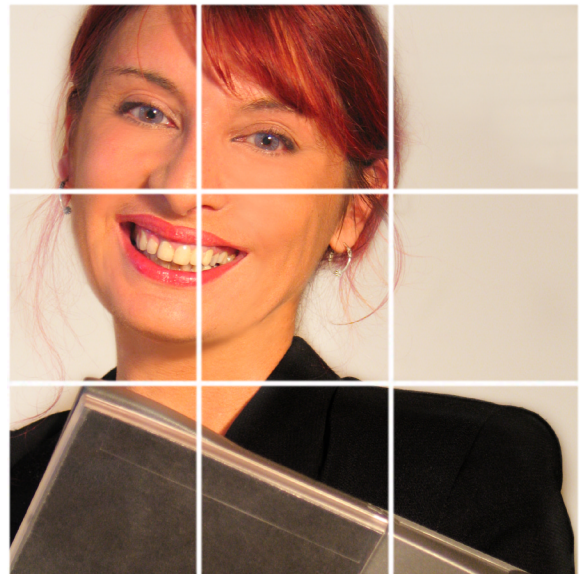
An immediate increase to 550 concurrent users processing \$1.2 billion in loans.

In addition it was now possible to support 200 users accessing the Fannie Mae application over IE.

"What an awesome recovery!"

"Crucial to our success..."

"Vital to the continued success of this project... truly superhuman."



The Environment

A heterogeneous IT environment consisting of 640+ Windows Terminals accessing:

- Legacy FiTech Loan Origination Software (*Installed 1997*)
- Other Office applications
- Internet Explorer (IE)

On 100 Centralized Servers running:

- **Microsoft** Windows NT 4.0
- **Novell** 4.11 (including print/file services)
- Btrieve 6.15
- **Citrix** Metaframe 1.8 for Windows NT 4.0

The M9 Evolution Strategy

Despite making major cost-effective improvements in performance, quality of service, and operational efficiency the environment assessment also revealed a bottleneck between Windows NT and Novell servers; the latter running all print and file share services (including caching for IE). A recommendation was made that reducing the dependency on Novell/IPX would generate another marked improvement in performance.

Coupled to a recommended server hardware replacement (with 72 Blade Servers) and upgrade to Citrix Metaframe XPe to better load balance, eliminate Browser technology, and utilize enhanced published application management, **proposed future expansion to 1200+ concurrent users will be possible.**