

Success for large Professional Services firm following installation of RAVN Manage



RAVN's Manage product revolutionises the monitoring and management of the Search Infrastructure at one of the Big Four professional services firms, allowing them to highlight and address issues before they impact a mission critical business function.

Situation

RAVN's client is one of the largest professional services networks in the world providing audit, consulting, financial advisory, risk management, and tax services to a broad range of national and global clients. In the UK alone they have millions of documents and other learned experience stored within their document management system, which requires them to have an extensive Search infrastructure in place to efficiently locate content. The HP Autonomy Meridio system provided the records and document management capability, powered by the IDOL indexing and search engine. RAVN's client had embarked on an exercise to re-architect their Search infrastructure to support the predicted growth in content within the company over the next 3 years, however the management of the infrastructure was giving cause for concern. "With over 300 individual service components within the newly architected system, each potentially

impacting the others and hence the integrity of the solution, we needed a solution to help us proactively monitor it. As we need to re-index all our 20 million documents into the new system, we required a solution that can also help manage this critical process. We can't risk re-indexing until we have an appropriate monitoring solution in place", commented their Senior Systems Consultant.

Challenges

Our client found their Search system "nearly impossible to look after", with very little visibility of which components were working properly and which were failing. This was especially frustrating when it came to the lack of visibility of their ingest process, leading to overloading of the system which was causing it to fail as a result.

Our client commented, "The Search Management tool we were previously using couldn't always detect issues the system had in ingesting data, which allowed issues to go unnoticed for days, until users reported problems in being able to find content". Being able to see, and more importantly, prevent a negative impact on their Records Management application as a result of issues in the Search infrastructure was therefore an important requirement and a significant

advance over the incumbent Management system.

The impact of system failures would manifest itself in users wasting valuable time trying to locate the correct and most current content, or worse still, using out of date material. Furthermore, as their Senior Systems Consultant noted, “it would take a team of 3 people at least 3 days to fix, meaning we couldn’t concentrate on other projects that were also essential to the organisation”.

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Solution

The firm remains highly dependent on their Records Management solution and associated Search infrastructure so it is vital the system works at full capacity at all times. To that extent, they were re-architecting the platform for projected growth over the next 3 years so in addition to solving the numerous day-to-day issues, they have also used RAVN Manage to monitor the re-indexing of their existing content.

When asking their Senior Search Consultant what led them to work with RAVN, he explained, “I had received some excellent feedback from another of your clients in the industry. It seemed like the perfect solution to our problems. From there I sent a web enquiry through your website and I was given a demonstration of the Manage solution. Our organisation was pleased with what we saw and it was clear there would be a quick return on our investment”.

The Manage system was installed in October 2013 into the client’s estate and they reported they were happy the installation ran smoothly and found the process “easy to get their heads around”.

RAVN Manage now monitors all components in the firm’s Search environment, from the ingestion process right through to search queries, checking the behaviour of each component it monitors based on learned experience of how each should respond, rather than simply relying on the output of Windows Services Manager. This is a key feature as often components can fail ‘silently’ whilst still being reported as ‘running’ by Services Manager.

Result

The installation of RAVN Manage into our client has had an extremely positive impact. Their Senior Systems Consultant said, “the solution has already saved our Search infrastructure from failing on several occasions and it’s only been installed for a few months”. The system summary views enable them to predict issues and prevent problems occurring. For example, by viewing the build up of indexing queues in the index status view, they can now manage ingestion services at peak times of load and prevent such queues bringing the system down. This has saved them days of remedial effort from systems engineers alone.

The client now has full visibility of their Search infrastructure, providing them with the confidence the system is performing to the high standard their business demands. No longer are valuable resources occupied reactively responding to issues; they can now be more productively deployed advancing other aspects of the firms IT systems and infrastructure. As the firm’s Senior Systems Consultant said “it has been easy to justify the investment and we can see how the system will continue to save us time and money”.

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Contact

Tel: +44 (0) 20 7566 0000 | **Email:** info@ravn.co.uk | **Web:** www.ravn.co.uk