

The digitisation of manufacturing has advanced so far that it is being called Industry 4.0 - representing the fourth industrial revolution driven by data, connectivity and cyber systems. However, manufacturers embracing digital technologies are facing challenges that they have never encountered before. One of our clients too reached out to us with peculiar technology-related challenges. They were basically a video game, consumer electronics, and wireless services manufacturing company located in the U.S. And they also operate 7,267 stores throughout the United States, Canada, Australia, New Zealand, and Europe.



What challenges did they face?

Their rapidly developing stores network was straining their IBM Sterling Integrator and IBM Order Management Applications. And their application often experienced outages during special days like ThanksGiving, Christmas etc. Hence, they needed a solution that could monitor the health and tune the performance of these applications consistently.



Our Solutions

perfTech developed scripts to monitor and keep tabs on various parameters that would impact the performance of the IBM Sterling Integrator and Sterling Order Management System applications. That is, automated scripts raised alerts when volumes peaked. And these alerts suggested the possible measures they should enforce to avoid outages and improve the situation.



ROI gained after implementing the solution

The scripts and automated processes ensured smooth flow of day to day transactions and new transaction volumes without any downtime. The alerts also helped them take proactive measures, thus improving system uptime and customer experience.

Reach out to us to explore how we can help you solve all your technology-related challenges!