

**precise™**



**BELRON®**

CUSTOMER SUCCESS

**Bridging the Transaction Performance Management Gap**

**As the world's largest dedicated vehicle glass repair and replacement company, Belron® has the best-known brands in the industry, including Safelite® in the United States, Autoglass® in the UK and Carglass® in mainland Europe. When Belron needed a solution to help them manage the performance of their Oracle E-Business Suite during a world-wide roll out, they turned to Precise. As a result, Belron was able to successfully ensure performance of their global call-center dispatch and inventory control system resulting in more appointments, more efficient contact center operations, and happier customers.**

#### Company Profile

Belron is the world's largest, dedicated vehicle glass repair and replacement company. Belron operates in 29 countries and employs around 25,000 people who repair or replace glass in a vehicle once every 4 seconds.

#### Industry

Automotive Service and Collision Repair

#### Solution

Precise for Oracle

Customers who need a windshield replaced are in a hurry to secure their vehicle and get mobile again. In order to make this process as easy as possible, Belron allows customers to either drive into a branch office, or call-in to have mobile glass fitters dispatched via their contact centers. The performance of the scheduling and inventory applications that Belron uses to capture customer and insurer details, identify necessary products, and schedule the technician to complete the repair is critical because it impacts customer service levels and revenue.

***Precise has transformed our whole approach to helping our users and is helping us to dramatically improve the quality of service we are providing to the business.***

#### **Standardizing Business Applications Globally**

Expanding globally through acquisitions and impressive organic growth has provided significant challenges for Belron Central IT department located near London. Historically, countries had different applications and ways of doing business, and this lack of standardization caused problems for Belron, including higher costs, inconsistent customer experience, and lower quality of IT service. To address this, the IT team initiated a project ("BRIDGE") to standardize the critical application supporting these contact centers. By doing this IT hoped to deliver cost efficiencies while improving customer experience, as well as increase the quality of IT service that was being delivered to end users.

#### **Nick Burton**

IT Strategy &  
Programme Manager  
BELRON®

After rolling out the BRIDGE project to Autoglass in the United Kingdom, the IT department started getting reports of performance issues. These

## SOLUTION AT A GLANCE

### Business Drivers

Deliver IT cost efficiencies while improving quality of IT service delivered to end users

### Business Challenges

- Insight into how Oracle eBusiness Suite and Remedy were using resources
- Understand the impact of these applications on their underlying Oracle databases
- Provide what-if scenarios so BELRON IT could see if they could still achieve acceptable end-user performance when they added the new group
- Visibility into how the new group of users were using the Bridge applications
- Ability to track actual vs. predicted performance and tune accordingly

### Business Benefits

- CPU utilization on DB server has increased from 60% to 90%.
- When new hardware was rolled out in April, the I/O was reduced and executions increased.
- Able to diagnose performance issues in near real time
- Visibility into results that Belron and their outsource partner can all view and act on
- Graphical interface that was very easy-to-use and showed exactly where any bottlenecks were
- Support for Oracle applications including isolating areas where the Oracle E-Business Suite needed improvements and provide proof to enable Oracle support to create patches

### Technology Environment

- Oracle E-Business
- Remedy

### Partner

- Application Performance (AP)

performance problems reduced the adoption rate of the system, putting the efficiencies and improved customer experience they were hoping for at risk. Belron Central IT needed a solution that would significantly improve the visibility of how the applications were performing. Nick Burton, IT Strategy and Programme Manager, said “we needed to deliver consistent tracking of our key business transactions. Our aim was to continually track performance against acceptable baselines and so improve our chances of solving problems before they impacted end users. We needed to move from user ‘gut feel’ about performance to accurate measurements that everyone could believe in.”

While researching solutions, Belron worked with Precise partner Application Performance (AP). AP helped Belron complete a proof-of-concept and Belron selected Precise as their transaction performance solution.

“We chose Precise because the quality, richness, and near-real time delivery of the information that Precise provided meant that the different groups of people who were trying to support our applications would have the information they needed to more proactively resolve user issues,” said Burton.

### Quick Return on Investment

Belron implemented Precise and within weeks started seeing results. Their next BRIDGE rollout went a lot smoother because of their Precise implementation. They were able to diagnose performance issues in near-real time, and Precise’s graphical interface showed exactly where performance problems were, giving the entire team visibility into information that they could share to quickly resolve any problems.

Another benefit of the Precise implementation was a noticeable performance improvement across their systems. Particularly, Belron noted increased CPU utilization on the database server from 60% to 90%, reduced I/O wait, and increased executions. In addition Precise software identified areas in Belron’s Oracle E-Business Suite that were having problems. Belron was able to share this information with Oracle technical support to get the patches they need to resolve the problems.

### Providing Visibility into All Tiers

With Precise Belron IT can now understand what is happening at each tier of the infrastructure. “The Central IT team is really pleased with how well Precise complements our synthetic tools used to help monitor application event timing and network latency,” said Burton. “Precise provides us a consolidated view of performance information. This gives our support teams the confidence to know what is really happening inside our applications. It also provides them an easy way to work together to understand and fix performance problems,” stated Burton.

*Precise gives us the confidence that we know what is really happening inside our applications.*

#### Nick Burton

IT Strategy &  
Programme Manager  
BELRON®

## **Conclusion**

With Precise, Belron can clearly see where its critical transactions spend time and how well they are performing against business expectations. This insight has provided Belron with a new perspective on managing its complex IT infrastructure and helped them dramatically improve the quality of service they are providing to the business.

“The next step for Belron is to roll out the core applications to more of our business units around the world. As we do that, Precise is going to form a key part of that solution by ensuring that rollouts are not hindered by poor performance,” concluded Burton.

More customer success stories can be found at: [www.precise.com](http://www.precise.com)

## **About AP**

Application Performance (AP), a Precise partner in the United Kingdom for more than a decade, is dedicated to helping its customers optimize the performance and availability of their applications in production, test and development.