A Fortune 100 healthcare benefits company was planning to bring an important new product to market in less than a week, when they discovered performance issues that threatened to delay the very public release. The company created an emergency response team and brought in Genzeon experts to identify and help resolve the issues.

The Challenge

The advertised launch date of a much-anticipated new product was quickly approaching, and the company's in-house development team was struggling to address the severe but intermittent performance issues in the application. They could not risk releasing the product to their subscriber base of over 40 million without resolving the performance problems, but the investment the company had made in marketing and preparing for the rollout made any delay logistically difficult and expensive. Recognizing that the release date was at risk, the VP of Development contacted Genzeon for help.

The Solution

Genzeon performance engineers reviewed the product's data access layer and identified the root cause of the performance issues as transactions that were not consistently closed. The open transactions were causing deadlocks and bringing the system to its knees. An extensive code review indicated that each module handled transactions differently, which made the issue more difficult to trace and resolve. The Genzeon team developed and documented a standard code pattern for transaction management, and worked with the customer's in-house development team to implement that pattern consistently throughout the data access layer.

The Results

With the help of Genzeon engineers, the client was able to resolve all of the blocking performance issues and successfully launch the product on schedule, avoiding the cost and market impact of a delay. The development team also had a well-documented coding pattern that they could leverage for other products, to prevent such performance problems in the future.

About Genzeon

Genzeon Corporation builds advanced and customized Healthcare Information Technology (HIT), Performance Engineering, and Technology software solutions for clients in healthcare, commercial, financial and public sector organizations throughout the United States and across the globe. Our advanced engineers and technologists help solve our clients' most critical business challenges with flexible, scalable, next-generation technologies that enhance and optimize their systems to meet their organizational needs now and into the future.

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