FORTIFIED DATA

globalpayments

MY SCHOOL BUCKS

Case Study

Moving My School Bucks To Best-In-Class

Global Payments engaged Fortified to assess load tests, troubleshoot, and debug the My School Bucks app that allows parents to keep track and make school payments from a mobile phone or computer. Within a single day, Fortified uncovered the cause of platform failure issues and long login times. By solving the errors and areas where capacity was becoming limited, Fortified also discovered a more holistic understanding of Global Payments' entire environment.

Challenge

Millions of parents prepare for the beginning of the school year in late summer, by placing money for lunch, books, and fees on the My School Bucks app. Global Payments' "pre-busy season" analysis discovered serious scalability problems caused by the rapid acquisition of six new organizations onto the single platform. A load test with just 15k concurrent users failed badly which signaled impending disaster ahead of the large upswing in activity sure to follow in late summer. Serious concerns about major load failures, two-minute log-in times, and spiraling support problems required an immediate fix.

Solution

Fortified quickly conducted a full-scale assessment of the load test, examined the database, engaged in virtualization and investigated Java debugging. After Fortified fixed all of the layers, Global Payments was thrilled with the significant upgrades and improvements.

Fortified Aced The Test

" Ben and the Fortified Data Team's proactive engagement literally saved our business. We could have never solved our issues without them. We saw immediate benefits within a day that far exceeded our expectations. "

- David M. Hyde, Vice President of R&D, Heartland Payment Systems

Average page load time **SLASHED** from 10 sec. to **2 sec.**

Utilization **CUT** by **40%**

REMOVED 128 CPUs, which **INCREASED PERFORMANCE** by **300%**

Outcome

Fortified's quick work led to massive cost savings of $1 million in the SC Operation alone — with infrastructure improvements allowing much more efficiency. A dramatic decrease in log-in times resulted in a superior Customer UX. Significant upgrades, adjustments and changes across all layers of environment (Tomcat and Apache) proved once again that Fortified Data always has the answer.

FORTIFIED DATA

Let us show you what's possible.

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