

— Success story

**Abstracta Identifies
Bottlenecks and Resolves
Downtime Issues for One
of the World's Largest
Banking Groups**

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BBVA

BBVA



BBVA Case Study

Banco Bilbao Vizcaya Argentaria (BBVA) is one of the world's largest banking and financial services groups. Founded in 1857, it has a presence in over 30 countries with over 100,000 employees, 50 million customers, 7,000 branches and 21,000 ATMs.



30 countries



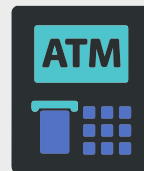
+100,000 employees



50 million customers



7,000 Branches



20,000 ATMs



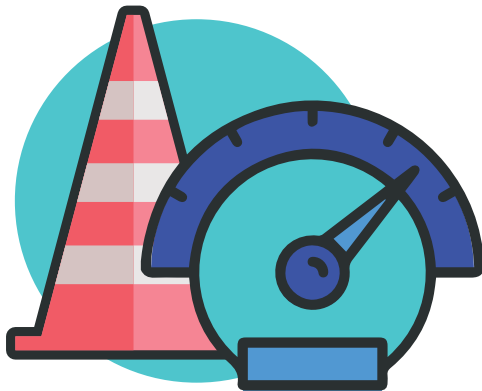


The Problem

BBVA employs its own in-house core banking software, which it uses throughout Uruguay. This application is critical to the running of the bank's operations and is used on a daily basis by staff across all of its branches. Developed in Java, it uses a farm of eight Tomcat web servers. SQL Server is its preferred database engine server.

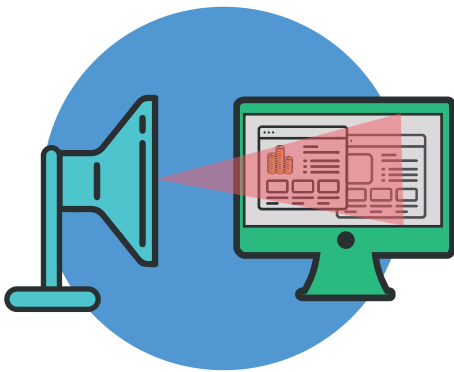
In total, there are more than 15 pieces of hardware involved in running the different services utilized by the system.

Due to having so many different systems of their own or from outside vendors, all using different technologies, when a problem arose, it was very difficult to trace the cause. Several teams at BBVA would spend large amounts of time trying to investigate what happened and come up with a solution.



Our Solution

Abstracta studied and charted all the key characteristics of BBVA's system, developing a matrix with the advantages, disadvantages and costs of implementing a variety of monitoring tools such as Microsoft System Center, IBM Tivoli Monitoring, Nagios and OpenNet.



MONITORING PLAN

We agreed upon a monitoring plan and put it in place, which allowed the key performance indicators for both hardware and software components to be established for monitoring purposes.

OpenSTA was used for test automation and NMON for monitoring the server's resources and database using statistics native logs.

A+ Results

Once these indicators were in place, they provided the information needed to determine precisely when performance problems were occurring as well as relaying the exact status and condition of the main components at those times.



In this way, the Abstracta team introduced several improvements in the configuration of both the hardware and software (Tomcat, IIS & SQL Server) as well as at a system code level.

In less than one month, Abstracta resolved the problem of service downtime as well as every other material problem highlighted by BBVA, allowing the system to function properly.



To resolve problem of service downtime together with every other material problem.



Looking to improve the performance and quality of your systems?

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