Case Study

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Reviving an Ailing Network: Remedies for Network-Related Performance Issues

Asponte Prescribes a dose Digital Experience to Heal Ortho Clinical Diagnostics' Website Performance Issues

About the Client

Ortho
Clinical Diagnostics

Ortho Clinical Diagnostics is a global medical technology company based in Raritan, New Jersey operating in more than 130 countries offering a portfolio of more than 200 diagnostic tests. The company specializes in developing, manufacturing, and distributing in vitro diagnostic products and services for clinical laboratory testing and offers training and support to laboratory professionals to help them improve their skills and provide better patient care.

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Business Challenges

Ortho Clinical Diagnostics' web site was receiving many performance-related complaints which they believed to be a network level problem. Asponte found during a Google Analytics review that requests can exceed 60 seconds to complete. Additionally, the IBM WebSphere Plugin Log showed failed connections to the Application Server.
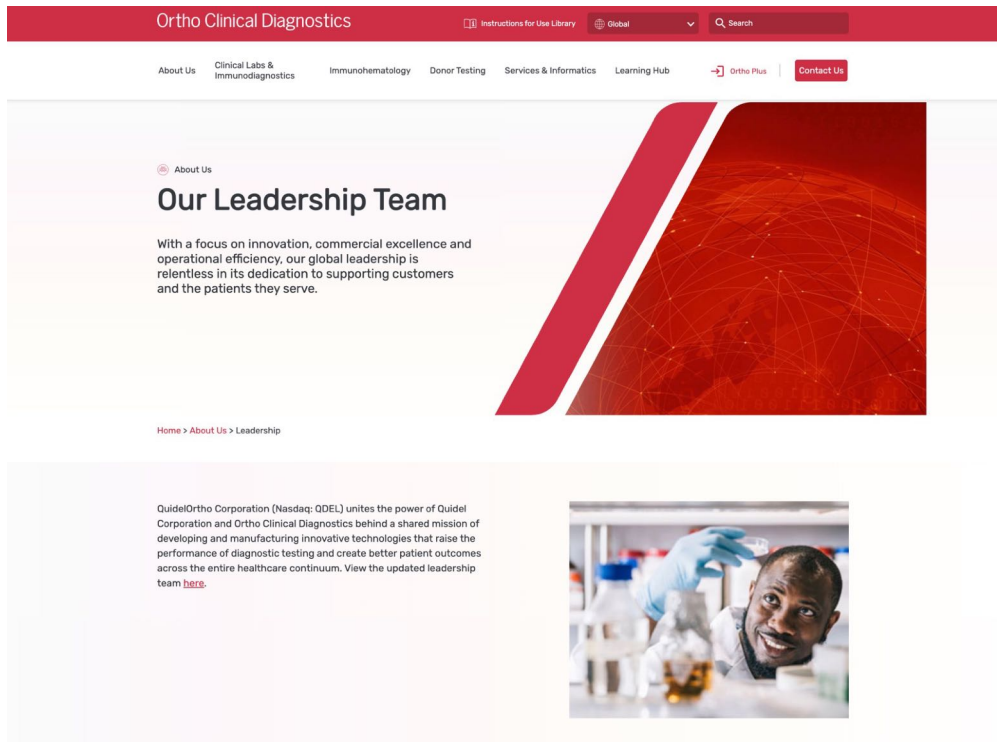
Our Approach

First, IBM Support was consulted regarding the failed connections. They reviewed the TCP Dump files and suggested that additional support was required in the form of Network Trace and Problem Analysis. Based on their analysis, our team concluded that the performance issue was due to a network-level problem.

To address the issue, Asponte team members reviewed Ortho's network infrastructure and took steps to optimize it, including a monitoring system to track the website's performance and identify any future issues.

Asponte next implemented a managed services plan for Ortho's Portal DX, including platform maintenance, operational support, infrastructure maintenance, incident management, and application maintenance.


Software Products Leveraged

- IBM WebSphere Application Server
- HCL Digital Experience

HCL Digital Experience

Results

Through a collaborative effort, the performance issues on the Ortho Clinical Diagnostics website were successfully diagnosed and addressed. By implementing Asponte's customized managed services package, their website's performance and stability was significantly improved, leading to a better user experience for both internal and external customers. With Asponte's managed services' monitoring, any issues related Ortho Clinical Diagnostics HCL DX platform were proactively addressed and support requests were reduced to normal operations.
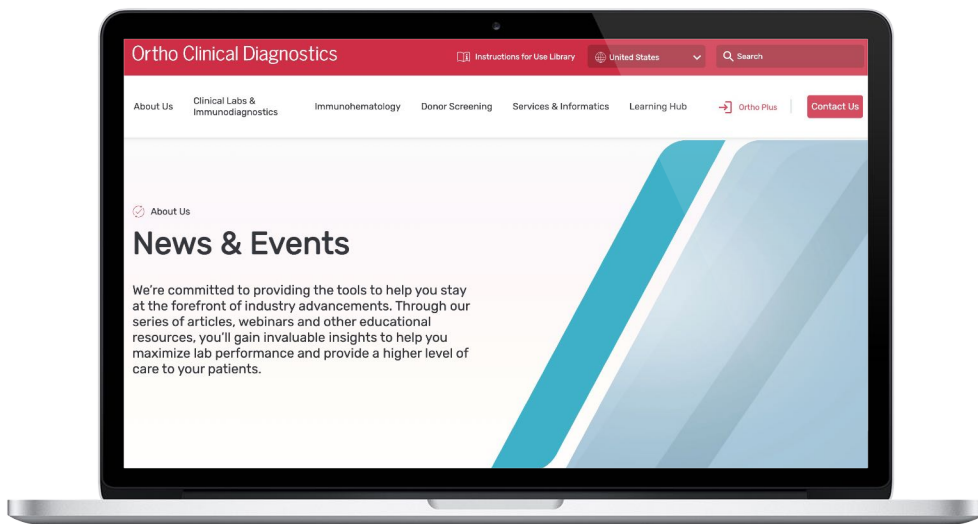
About Asponte

Asponte Technology connects applications, data, content, and people. Primarily supporting Enterprise clients with advanced development services ranging from websites, user portals, API integrations and web apps to systems architecture consulting, cloud hosting & management, to full design services and more.

Asponte is highly skilled in managing modern digital transformations and IT services. Since 2008, we have developed websites and solutions that allow companies to deliver amazing Digital Experiences to their clients and employees. Digital Experiences are the core competencies of Asponte Technology. Our team members have worked as Solution Architects at some of the top companies in the world.

Asponte offers custom development and infrastructure services, software sales, cloud migrations plus hosting options. We focus on the business strategy to deliver technical expertise along with value-added digital solutions that improve user satisfaction and achieve business goals. We provide reliability, proven technology and security through managed infrastructure, platform and software responses for clients seeking enterprise grade solutions along with Management Consulting Services.

Our experience working with Fortune 1000 companies has made us a top choice for technology services, architecture and development to help companies solve complex problems, speed time to market, and improve engagement with a lower total cost of ownership.

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