AP helps ELEXON bring the power of AppDynamics to key BMRS application

Application Performance advises ELEXON

To protect and optimise BMRS (Balancing Mechanism Reporting Service), ELEXON decided to purchase an Application Performance Management (APM) solution and worked with Application Performance Ltd (AP). An ELEXON project team was put together to define the key requirements, and AP recommended AppDynamics as the solution that best fit their needs. The project team was then tasked with running a proof-of-value (PoV) to demonstrate the benefits that could be achieved.

ELEXON

ELEXON is vital to the running of the GB electricity wholesale market. Its role is to compare how much electricity generators and suppliers say they will produce or consume against what their actual volumes were on the day, before working out a price for the difference and transferring funds between parties.

As part of this role, ELEXON operates the BMRS (Balancing Mechanism Reporting Service), which is a reporting platform designed to provide the electricity market with a myriad of near real-time operational data from generation to indicative market pricing. The data is made available via several publishing mechanisms including the website and a series of APIs.

What were the key ELEXON requirements that led to the purchase of AppDynamics?

▶ Deliver proactive Service and System Management by identifying critical events and taking appropriate actions to avoid incidents.

▶ Enable faster restoration of service by quickly identifying the root cause, stopping problems in their tracks and reducing the Mean Time To Resolution (MTTR).

▶ Improve the quality of projects and new code releases by identifying potential issues during the development and test phases, to minimise cost and any potential impact on customers.

▶ Understand users' experience of BMRS, how they interact with the service and, at the same time, address customers' requests and feedback in the most responsive manner, facilitating a better end-to-end experience for current and future users of BMRS.

▶ Attend to the needs of the different users (e.g. traders, regulators, industry forecasting teams and academics) and help them through their journey within BMRS, i.e. ensuring they are able to find and access the correct data quickly and as conveniently as possible.

▶ Make informed design decisions based on a better understanding of the BMRS architecture, application topology, transaction flows, service tiers and endpoints.

▶ Maintain ELEXON's industry credibility by running a stable service and prepare us to deliver future services to meet our customers' needs.

ELEXON selects AppDynamics

Having completed a successful PoV, and demonstrated that all the key requirements were met, the project team recommended that AppDynamics should be chosen as the best way to address the agreed objectives. The project then entered the deployment phase with AP supporting and advising CGI, who is ELEXON's Service Provider, in the rollout of any outstanding components. AppDynamics remains at the forefront of attention, and AP continues to assist with fine-tuning the monitoring.

" During the PoV process, we found that AP was very supportive in embedding AppDynamics within our operational teams and CGI. They provided knowledge transfer sessions, technical support and consultancy above and beyond what we had originally agreed as part of the proposal.

Their support was essential in evaluating the critical success factors and ensuring that a recommendation could be made by the business, with regards to the use of AppDynamics.

Matthew Wood
Supplier Manager, ELEXON Ltd

" Working with AP has been extremely positive as they helped us every step of the way, from project definition, during the PoV, and through to implementation. Using their understanding of the product to support our operational teams we are sure they will continue to help us get the best out of AppDynamics in the future.

Zaahir Ghanty
Service Manager, ELEXON Ltd

Using AppDynamics at all stages of the application development lifecycle helped ELEXON to deliver these aims while protecting quality and performance. To give an idea of the challenge they faced, the BMRS APIs are often hit more than 2 million times a day. They were able to ensure that the BMRS platform could cope with the growing usage that the many market participants and other stakeholders demanded while maintaining the expected level of service that customers had come to expect.

About Application Performance

Over the past 14 years, Application Performance has helped hundreds of customers around the world optimise the performance and quality of the applications that run their businesses. We do this using a mix of internally developed products, industry-leading technology such as AppDynamics and appropriate services to help our customers succeed.

For more details visit...
applicationperformance.com/appdynamics

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About AppDynamics (a CISCO company)

Over the past 10 years, AppDynamics has grown into a market leading provider of application monitoring solutions that can cope with hugely complex applications at scale. With AppDynamics, enterprises have real-time insights into application performance, user performance and business performance so they can move faster in an increasingly sophisticated, software-driven world.