

EUREKA SOFTWARE LTD

**MAJOR RETAIL BANK  
SOLVES PERFORMANCE  
PROBLEMS OF ROLLING  
OUT BROWSER BASED  
CRM SOLUTIONS TO  
THEIR 2400+ BRANCHES**

**Authorised jetNEXUS Reseller**

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**Eureka software**

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## A Eureka Software Customer Success Story



### Major Retail bank solves performance problems of rolling out browser based CRM solutions to their 2400+ branches

If you found that rolling out essential, browser-based, applications to your 2400+-branch network would necessitate upgrading every branches network connection you may look at viable alternatives !

This major UK retail bank (sadly their Corporate PR people wont let us name them but they are available for telephone references) had relied on relatively low bandwidth connections for its branch network that had historically run apps requiring limited amounts of bandwidth and relatively low volumes of interactive traffic. The advent of on-line, centralised Customer Care applications meant that performance and response times would be unacceptable over these links. By the nature of these systems performance is an important factor in their successful implementation. The performance of an

application used by Customer facing personnel within your organisation is just as important as the performance of your eCommerce website.

#### Challenge

To dramatically improve response times of CRM systems in the branches and call centres without upgrading the network.

#### Strategy

Deploy jetNEXUS to compress the Web pages thereby reducing the amount of data sent over the branch network.

#### Results

Over 28 million transaction per month running across the network with very high levels of user satisfaction..

The Project Manager of the Branch Automation Group is responsible for the deployment of CRM systems to the branches and call centres. "Performance is a key element of all our Projects. We knew that there was nothing further to be gained by tuning of the applications or upgrading the servers as we'd spent considerable effort on this front already."

The next issue to tackle was the size of the pages being sent to the browser. "We'd optimised these to remove 'white space' but we needed to do more."

They decided to proactively look for alternatives. "We were brainstorming our options with the Infrastructure

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Engineering Team to find an alternative to upgrading the entire branch network. Eureka Software had recently contacted the Infrastructure Team regarding jetNEXUS – the Web Page Compression tool. ” Having reviewed the information and looked at the performance of some existing jetNEXUS customers the Infrastructure Team recommended an evaluating the product to ensure there were no application compatibility problems.

“Installation was extremely simple with no configuration required – just click Next to about 6 InstallShield prompts and away we went. We could see immediately that with the typical transactions our branch personnel would use there’d be getting compression rates of over 60%.” One concern was the load jetNEXUS would place on the Web Servers. “We carried out a series of Load Tests with the Infrastructure Engineering Team and even with high levels of concurrency and throughput there was no discernable impact on CPU usage when using jetNEXUS. It looked as if we had the perfect solution to our problem.” The CRM and Infrastructure Teams put forward a proposal to implement jetNEXUS as part of the project rollout.

Of course the real benefits would become obvious once jetNEXUS was deployed on the live system. As expected the results were very impressive. JetNEXUS was deployed on Sunday afternoon. “First thing Tuesday morning, during one of our regular review meetings, one of the managers of customer services was emphatic in his praise for the improvements saying that response times improved by **50%** and were now at acceptable levels across the branch network and the call centres”. “Business transactions are running at over **28 million per month**. This simply would not have been achievable without jetNEXUS. We would have had to write the application in a thick client architecture which went against group standards. Or upgrade our entire branch network which wasn’t feasible”

“JetNEXUS has run without problems since we installed the software back in September 2002. In fact it’s easy to forget it’s there. It just runs effectively and efficiently day in, day out.”

He concludes by saying “For anyone that has rolled out browser based applications to branch networks, or is intending to do so, jetNEXUS is an absolute must-have product.”