

# Site24x7



# Introduction

# Profiling Vs Logging



As a startup entering the enterprise segment, HPDK.com was often asked by prospective customers whether 5,000 support technicians could access their application all at once. . Being a relatively new company, HPDK.com was built using the latest technology, including numerous libraries and frameworks, modular code, a normalized database, and API-driven clients. They were sure scalability wouldn't be an issue. HPDK.com went ahead with the request, but as 2,000 technicians began accessing customers' portals, performance problems arose. Their response time increased exponentially with each added technician.

Although HPDK.com's portals performed fine for smaller clients, they had defects in their code that only became apparent with high volume usage. HPDK.com's application simply had enough resources to mask these underlying problems for small businesses, but when portals were accessed by more than 2,000 technicians at once, the average response time shot up to intolerable limits. It wasn't until a substantial number of technicians simultaneously accessed the portal that HPDK.com realized there was even an issue. Unsure why their application was performing poorly, HPDK.com deployed the Site24x7 APM Insight agent to troubleshoot performance issues as quickly as possible.

HPDK.com immediately set up their test servers, now loaded with APM Insight, and

# Analysis

● As shown in Figure 1, many of HPDK.com's API calls took over 200 seconds to respond. One of them, apart from being slow, was also a frequently called API.

● The delay was due to four methods called ind9r API. The f(12).JET0.28792 612 -792 reWnc





Site24x7 offers unified cloud monitoring for DevOps and IT operations. Monitor the