

## Case Study



“Simple to set up and a very powerful support tool – and we haven’t even scratched the surface of what it can do yet.”

Richard Livingstone, Director

### Banana Software

Since 1998, Banana Software Systems has developed and marketed bespoke software solutions in the sports and media sectors and provided consultancy and development services to the banking and financial sectors. Based near Bath, UK, it specializes particularly in solutions using Open Source and Java technology for high volume transaction environments.

### The challenge

The most recent product developed by Banana software is the server component of the Perception Panel which has been used by the BBC to allow viewers of its political programs to vote on live speeches with analysis of this being either shown in real time (forthcoming shortly) or shortly after the speeches. The challenge for Banana soft was how to develop a system that can run almost totally “hands-free”, with intervention by technical staff being only required when errors are reported in the server logs. In addition, once this situation has been identified, there was a need to trawl the logs quickly in search of relevant detail, and to do this via a web-based interface so that this could be done from any PC or possibly WiFi PDA, anywhere in the world (as remote support rather than on-site is in place for the system).

### The Solution

XpoLog permits log monitoring to be scheduled for the days of the program broadcasts only and for errors spotted to result in emails of log extracts which can also be used to trigger SMS text messages to notify support staff of the potential problem. Once an error has been notified, it is a simple task to log onto XpoLog to look at the relevant portions of the logs to identify causes and hopefully, solutions.

A significant factor in this is that XpoLog can be deployed on any J2EE application server or JSP container and so it can be made visible on the same website as the Perception Panel admin console. This in turn makes it straightforward to make this visible to the end users technical when needed, and provides a single point of visibility for Perception Panel administration as a whole.

### The business benefits

Setting up the required log monitoring took literally an hour. We now have a facility which will monitor and report on the runtime behavior of a high volume online voting system, which for the effort involved is astonishing. If we scale up the service to use clustered servers in the future then XpoLog will be able to scale with it so we know we will be able to get a unified view of the system.

