



THOMSON REUTERS

Financial Services Performance Measurement Tool Scales to 10 Times

Customer: Thomson Reuters
Website: www.thomsonreuters.com
Customer Size: 55,000 employees
Country or Region: United States
Industry: Financial services

Customer Profile

With headquarters in New York and major operations around the world, Thomson Reuters is a leader in providing news and market intelligence to businesses.

Software and Services

- Microsoft Server Product Portfolio
 - Windows Server 2008 R2 Enterprise
 - Microsoft SQL Server 2008 R2 Enterprise
- Services
 - Microsoft Technology Centers

Hardware

- HP ProLiant DL380 G5 and DL585 G2 server computers

For more information about other Microsoft customer successes, please visit: www.microsoft.com/casestudies

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Dominic Flanagan, Vice President of Technology and Product Operations,
Thomson Reuters

To help ensure scalability for its largest global customers, Thomson Reuters PORTIA tested one of its key solutions at the Microsoft Technology Center in Waltham, Massachusetts. Using well-defined test data representing growth scenarios for its largest customers, PORTIA found that Microsoft SQL Server 2008 R2 running on Windows Server 2008 R2 could easily support more than 10 times what the customers currently need.

Business Needs

Thomson Reuters, with 55,000 employees and operations in more than 100 countries, prides itself on being the world's leading source of information for businesses and professionals. Powered by one of the world's most trusted news organizations, the company combines industry expertise with innovative technology to deliver critical information to leading decision makers in the financial, legal, tax and accounting, healthcare and science, and media markets.

to-back-office franchise of the company. The PORTIA solution is a powerful and comprehensive investment accounting system that automates trading, analysis, and operations. It gives money managers, insurance companies, bank trusts, plan sponsors, hedge funds, and corporate treasury departments a middle-to-back-office tool for the management of investment portfolios. PORTIA is used by money managers in more than 40 countries to oversee more than U.S.\$20 trillion in assets.

Thomson Reuters PORTIA is the middle-

A key element of the solution is PORTIA Perform, a comprehensive

performance measurement solution. Whether deployed within a customer's data center or as part of PORTIA Business Process Outsourcing Services, Perform plays a critical role in a firm's business workflow. It is crucial that the application scale to meet and exceed expected future demands.

"Many of our customers have grown rapidly, through acquisitions and organic growth," says Dominic Flanagan, Vice President of Technology and Product Operations at Thomson Reuters. "At the same time, recent developments in the financial sector have brought calls for higher levels of accountability and transparency. The result is that many of our customers are increasing the frequency of performance measurement and reporting from what used to be once a quarter or once a month to daily or even several times a day." Thomson Reuters PORTIA wanted to make sure that its solution could scale to handle large volumes of data and perform well to process that data quickly.

Solution

Thomson Reuters tested PORTIA Perform during a two-week engagement at the Microsoft Technology Center in Waltham, Massachusetts, in October 2010. The goal was to see if PORTIA Perform, running on Microsoft SQL Server 2008 R2 Enterprise data management software and the Windows Server 2008 R2 operating system, could scale to 10 times the size of its typical large customer.

"We brought our own baseline database that was similar in size and volume to a typical customer database," says Lawrence Sweeney,

Performance and Tuning Specialist at Thomson Reuters. "We were impressed that with some tuning of our Perform application, SQL Server 2008 R2 easily supported loads 10 times greater than those currently experienced by our large customers today, without ever stressing SQL Server." Speaking of the application tuning, Flanagan says, "We don't use lab time for theoretical study. We go in there to do real work—performance engineering and optimization. Working side-by-side with Microsoft engineers, we achieved substantial improvements in performance and scalability by iterating through cycles of testing, measuring, analyzing, tuning code and configuration, and then restarting this cycle."

Thomson Reuters PORTIA was impressed with what it was able to accomplish in the lab. The test results for the large database showed that consuming data for performance measurement ran 4 times faster and producing data for extracts ran 15 times faster. Testing was performed using HP ProLiant DL380 G5 server computers with two Quad-Core Intel Xeon processors and 16 gigabytes (GB) of RAM for the application servers. Databases were hosted on HP ProLiant DL585 G2 server computers with four Quad-Core AMD Opteron processors and 64 GB of RAM.

Benefits

Microsoft SQL Server 2008 R2 and the Microsoft platform give PORTIA Perform the scalability it will require to meet future needs, support innovation, and provide great value for customers.


Scalability for Customers' Future Needs

Thomson Reuters PORTIA was delighted that its PORTIA Perform application running on SQL Server 2008 R2 could easily scale to 10 times its large customers' current needs. "Our customers are typically making purchases based on a three-year to five-year timescale, so they need to know that the solution they buy today can meet their future needs," Flanagan says. "Performance and scalability are core focuses for both Thomson Reuters PORTIA and PORTIA Perform. Our continuous drive to use advances in hardware, and in underlying systems like SQL Server 2008 R2, means we can support the growth needs for our existing customers and win new customers."

Support for Innovation

The financial services industry is an environment of constant and rapid change, and Thomson Reuters PORTIA is dedicated to helping its customers lead the way. The industry has never been more competitive, and as its customers' businesses change with new strategies and new approaches, Thomson Reuters must change too. "We have increased our investment in new development to meet our customers' needs," Flanagan says. "We need to constantly innovate and use the best technologies to ensure that our solutions are positioned so that our customers can meet their needs for growth in this environment. Advances in the Microsoft platform, like SQL Server 2008 R2, support our innovation efforts."

Great Value for Customers



PORTIA has seen its customer preference move overwhelmingly to SQL Server in recent years. "SQL Server has always provided a cost advantage over Sybase," Flanagan says. "But with SQL Server 2005, and now with SQL Server 2008 R2, our customers are finding a performance advantage as well." Sweeney adds, "SQL Server 2008 R2 worked great right out of the box. Many of the default settings met our needs immediately, and it was easy to identify the configurations we needed to change to optimize our system." There are other advantages as well. "Because we use SQL Server and the rest of the Microsoft platform across our organization, system integration is easy," Sweeney says. "This all combines for a tremendous value in terms of total cost of ownership."