



Year in Review User Group

September 2019

Environment Update

Product focus during the year was stability and speed of application results.

September 2018 saw major changes to how the platform was behaving resulting in a massive improvement to outages caused by the application or architecture.

During the shift to the new hardware stack in the Data Centre in May, there were outages experienced due to routing and security changes. Highlighting improvements to the documentation and change release process.

Introduction of Dynatrace monitoring, including operational dashboards

12 month review shows us these results are trending in the right direction



Monitoring Dashboard

Dynamic web requests

Response time



182 ms

Failure rate



0 %

CPU



77.8 ms/req

Throughput



816 /min

Inteflow_Services

illion_Decisioning

inteflow_specific

0 Applications

0 Services

1 /min
Throughput

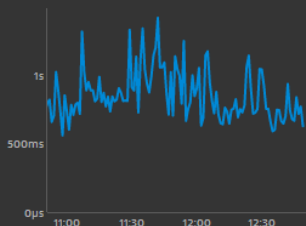
ASP.NET 2 ASP.NET

1 Service

0 Databases

Time on server

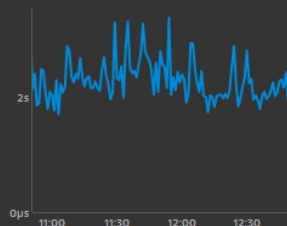
1m



Server contribution (load action, by user type)

Visually complete for load actions

1m



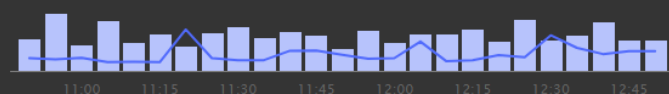
Visually complete (load action, by browser)

Service

Managed Inteflow Integrate

Dynamic requests

Resource requests



7.6 ms

Response Time

13 /min

Requests

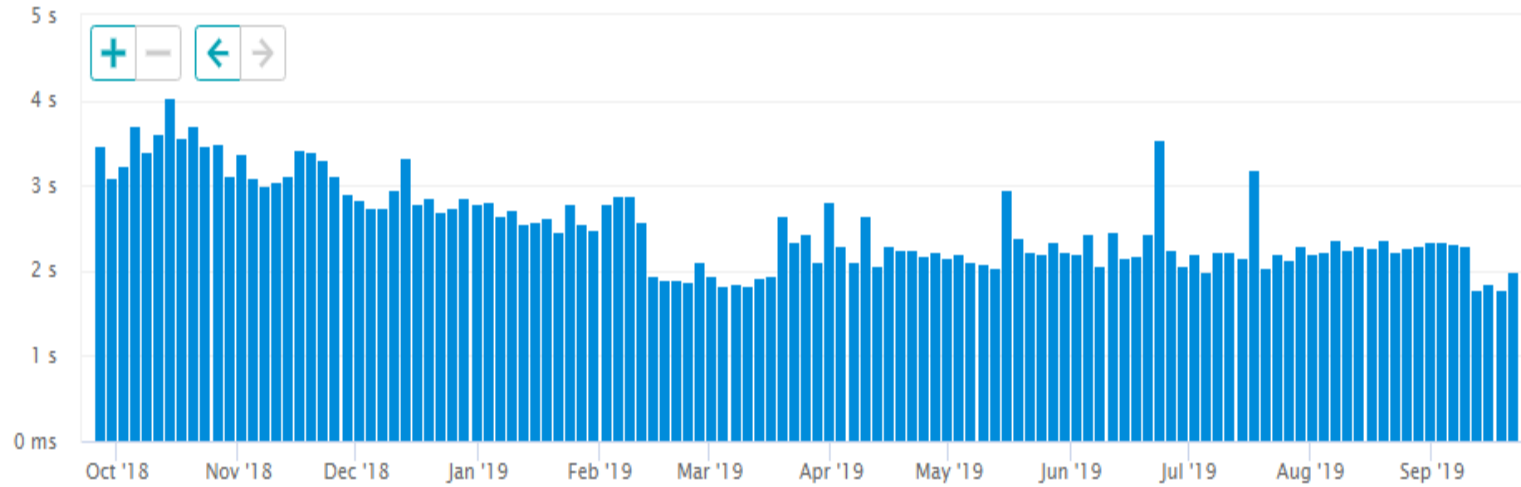
0 %

Failed requests

Dynamic response time should be ~80ms



Response Times last 12 months



Support Update

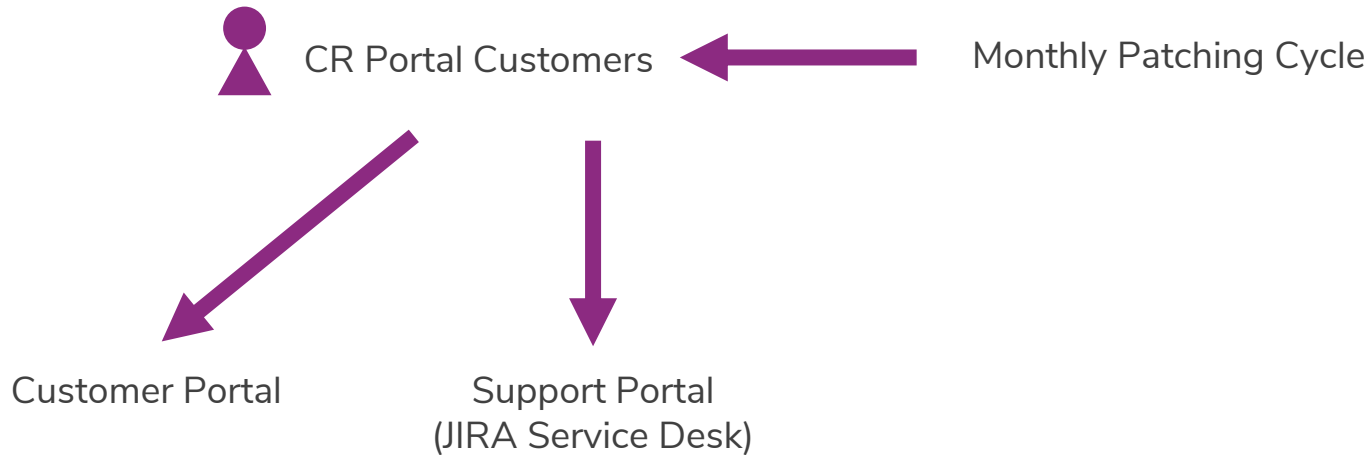
- Increased team numbers to help support our growth
- Incorporated the Enhancements process within this space
- Josh brought on-board to address our processes and customer-first attitude
- Self service options now reviewed monthly for how we can help our customers help themselves
- New Customer Portal for documentation, release notes, FAQ's etc
- Ability to gain Patches; licensed clients can now self serve the monthly release updates
- System monitoring improvements utilising Dynatrace
- P1 notification via automated SMS – In progress



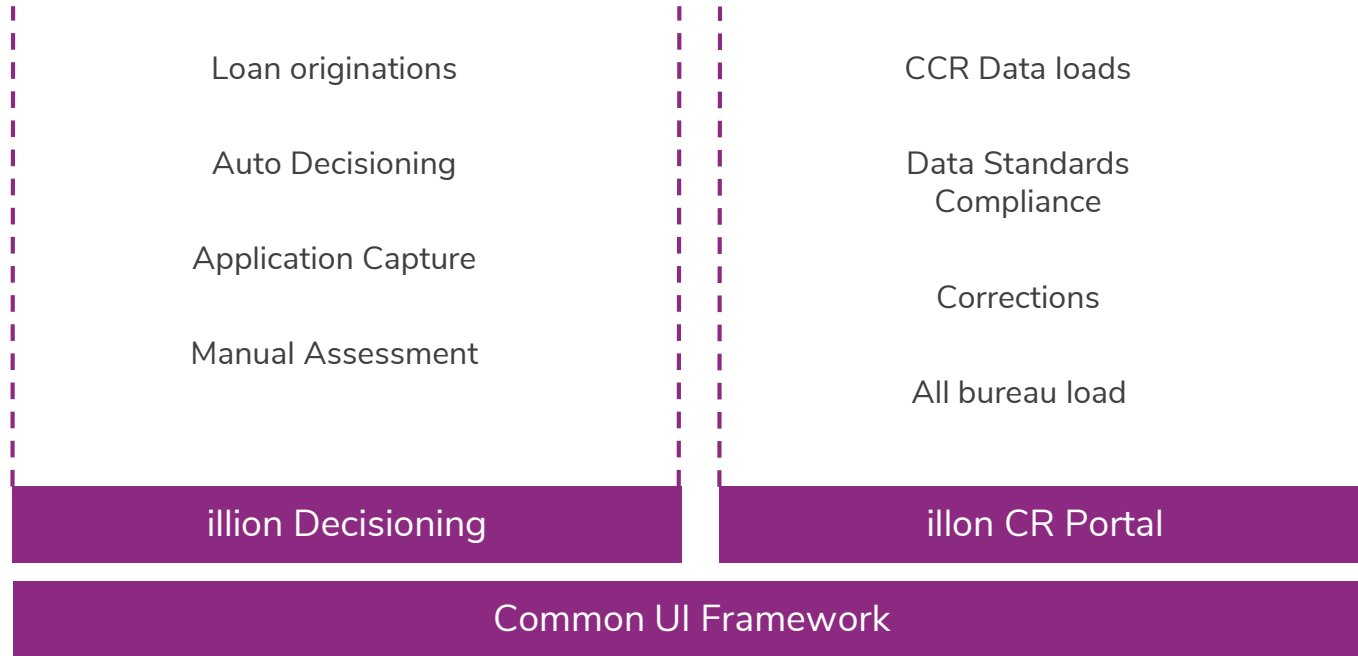
What we have achieved with IDS





Aligning CR Portal Delivery and Support






Illion Decisioning version 5.2.0



CR Portal



CR Portal Demo Demo  

powered by  **illion**
Formerly Dun & Bradstreet

Batch 4
Account Details

Batch Details

Response Details

This tab displays a summary of high level issues.

Date Request Sent

Date Response Received

Records Received

Records Successful

Previous Batch

Batch 4

Next Batch (n/a)

Account Info

Payments & Defaults

Customers

This screen shows the Account Details reported by the Credit Provider for the Credit Facility held by one or more customers.

Account Header

This account will not be sent to the bureau

! Include

Portal Record Number

2

Account Number *

21101196

Account Number Sub Id *


21101196


Previous Account Number

Previous Account Number

Previous Account Number Sub Id

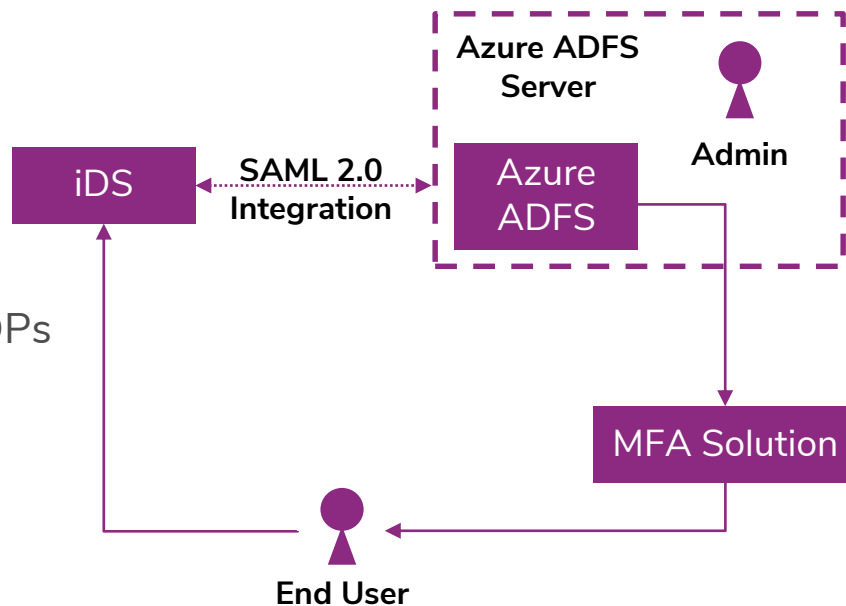
Previous Account Number Sub Id





Single Sign On with Azure ADFS

- Single Sign on Solution
- Multi-factor options
- Build a SAML 2.0 connector
- Connector can expand to other iDPs



Single Sign On with Azure ADFS

Identity Providers

- Microsoft
- RSA
- Okta
- Symantec

Multi-Factor Options

- Soft Tokens
- Hard Tokens
- Biometrics

A SAML based integration will allow us to target all of these.





Enter search value for Application(s)

Integrate Administrator

Lending Inteflow



Federated Identity Provider Configuration

SAML 2.0 Authentication

Provider Configuration

Specify the details of the mapping

Mapping Code *



Mapping Name *

Entity Id *

Login URL *

Logout URL *

Certificate *

Choose File

No file chosen

Certificate Password



nLog Logging Engine

Million Decisioning Components

Nlog is a standard toolset for log formatting and tracking.

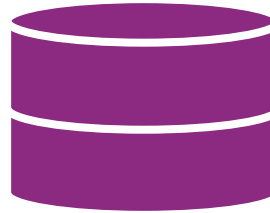
Customers can access and review logs



Other Enhancements



Support for XSLX



Notification on
Datastore



Loop detection
and recovery



Performance



Dashboard Performance

- Application search
- Dashboard widgets
- Precompute Tables
- Underwriter assignment indexing

Engine Performance

- Engine timing restart
- Memory utilisation
- Database storage
- Prevent reporting from locking data




Security Enhancements



- SQL Sanitisation in the workflow
- Windows authentication for patching and installation
- Microsoft framework updates
- Routine OS patching





Luke Croft
Product Manager
Illion Decisioning and CR Portal

