

SOS-4-SANs Service

Expert Fibre Channel SAN Emergency Troubleshooting Service

The Virtual Instruments SOS-4-SANs Service is designed to offer immediate expert assistance to end-users, integrators, and SAN component vendors requiring deep expertise in troubleshooting SAN problems. The VirtualWisdom® and SANInsight™ monitoring and analysis products are unique in their ability to identify and resolve Fibre Channel (FC) SAN emergencies to bring mission-critical applications rapidly back to optimal performance.



The Challenge – resolve urgent application performance and availability problems associated with Fibre Channel SANs and virtual infrastructures.

High profile SAN failures are increasingly common with a number of documented major outages at government agencies, airlines, e-commerce sites and communications service providers. Beyond these highly public examples, there are dozens of undisclosed global 2000 IT departments having serious performance or availability problems related to their mission-critical SANs. Failures are occurring at a time when IT staffing resources have remained flat or even decreased, compounding the problem. Most affected companies have engaged with their storage and switch component vendors to help solve these problems. But these vendors often struggle with the same SAN issues, in part because they lack the granular instrumentation necessary to troubleshoot the root cause across the entire SAN infrastructure. This often results in weeks or months of delay to resolve problems.

The Solution

Designed for large enterprises running mission-critical applications struggling with SAN performance or availability issues, the SOS-4-SANs service relies on the award-winning Virtual Instruments VirtualWisdom and SANInsight SAN optimization products. Included in the service, Virtual Instruments Professional Services personnel initially undertake remote assessment of the situation and, if necessary, come to the customer's site to install SAN instrumentation software and hardware for data collection and analysis. These tools are the most advanced SAN monitoring and analysis tools available. They are the same sophisticated tools used by leading SAN storage and switch vendors to develop and support their SAN devices. SOS-4-SANs Service utilizes completely invisible and non-intrusive fault-tolerant Traffic Access Points (or TAPs) to provide access to the Fibre Channel links. The TAPs installed during the service can remain in place for future use, providing a powerful new permanent non-disruptive diagnostic layer.

- Quickly identifies any SAN or virtual infrastructure performance or availability issues
- Reduces risk by identifying evolving issues before they become real problems
- Immediate results – applications are back online at optimal performance levels
- No loss of revenue
- Higher customer satisfaction

Features

Uses VirtualWisdom to measure & analyze virtual infrastructure

- Non-intrusive TAPs deployed to monitor SAN traffic
- Identifies performance and behavior anomalies and potential trouble spots
- Characterizes existing and potential SAN and Virtualized infrastructure issues by comparison to best practices
- Gives recommendations for actions based on best practices
- Reviews end to end correlated performance metrics from virtual machine to the LUN

Contact Virtual Instruments at www.sos4sans.com or call 408-579-4000 to immediately register the problem.

“Virtual Instruments has deep expertise in identifying SAN performance and availability issues and this new SOS-4-SAN service could be immensely beneficial to larger organizations running mission-critical applications on Fibre Channel SANs.”

— Steve O’Donnell, Senior Analyst, Enterprise Strategy Group



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