



Bank Case Study

Utilizing VirtualWisdom Infrastructure Instrumentation & Monitoring to Maintain Performance and Availability

Company Background

The company is a U.S. banking franchise with operations throughout the U.S. and it ranks among the top 35 largest U.S. commercial banks based on deposit market share. The company operates over 500 branches, and offers customers unique and industry-leading products and services, with a focus on providing customers with financial solutions to fit their lives. These products and services include commercial and wholesale banking, Small Business Administration loans, international services, merchant processing, retail banking services, consumer loans, mortgages, home equity lines and loans, credit cards, personalized Visa® Check Cards, securities brokerage, mutual funds, financial counseling, wealth management, and more.

IT Environment / Overview

The company has approximately two petabytes of storage. It's highly virtualized, both at storage layer as well as the virtual layer with VMware. The storage environment is primarily VPLEX managed and the storage that is used behind that is HDS VSP, for most high-performance applications. Company also uses EMC's XtremIO, Isilon and VNX. The fibre channel SAN is Cisco/DCNM based. Applications supported run the gamut of internal business management, to branch, ATM and online banking.

CASE STUDY



IT Challenges

- One of the big challenges outlined by the IT team was maintaining performance and availability of real time systems that people rely on 24/7 to do their job.
- Company can't afford for a data warehouse application to impact the job of a teller in a bank branch. One of their challenges has always been to be able to quickly identify what an issue is and correct it.
- Historically, there was nearly zero insight into the infrastructure environment. With no insight, the IT support team were wondering when they were going to get a phone call in the middle of the night.
- The IT team had a sense that VM use was unbalanced, wasting financial and staff resources, and causing unnecessary latency issues.
- Company tried a number of different vendor monitoring applications and none of them really worked well. They were all narrow point solutions for a limited sphere of monitoring and reporting.

The Virtual Instruments Solution

Company acquired VirtualWisdom, with SAN Performance, Switch, and Virtual Machine Probes, including extensive use of VI Professional Services. A Proof of Value engagement was delivered by Virtual Instruments Professional Services. Almost immediately, the business users started noticing much better performance.

Benefits of the VI Solution

Virtual Instruments' VirtualWisdom infrastructure performance analytics products and services provide comprehensive, real-time instrumentation and measurement that allows IT managers to

optimize the three IT imperatives of Cost, Risk, and Cycle Time. VirtualWisdom enables IT managers to optimize the performance, utilization, and availability of their physical and virtual IT infrastructure.

- According to the Storage Design Architect, "We can, without a doubt, see things way before they even take place, as far as performance issues, and able to be what I call more of a fire preventer instead of a fire fighter. That's one of the bigger benefits of having BI. We can avoid problems before they occur."
- According to the Storage Team Manager, "One of the things that we like about VirtualWisdom is the alerting to potential problems. We had a problem that just came up last night and performance slowed down. VirtualWisdom allowed us to correct the problem before it affected the customer. It is amazing what I can see".
- Monitoring is done with zero impact to the customer and zero impact to the application. Other IT groups are not even aware of storage issues that because the storage team sees them before they create an impact.
- Early in the VirtualWisdom deployment, the company had several cases where there were difficult problems in the environment that they were able to fix quickly because they had the visibility into the environment.

Summary

The bank looks at Virtual Instruments as an essential part of their overall data center modernization strategy. Three years after their first implementation, the Storage Team Manager states that "I don't even recall our last storage production issue that affected a customer". He goes on to state that "The insight into the environment has really transformed the way we do our jobs. Life before VirtualWisdom was hell on earth."



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