\\virtana | Case Study

U.S. Based Financial Brokerage increases storage utilization by 40% and VM cluster density by

ABOUT

Industry
Financial Services

OBJECTIVE

Supply flawless performance of the trading applications by upgrading to a true real-time monitoring solution with advanced analytics

RESULTS

- 60% increase in storage utilizationwhile maintaining service levels
- Drove VM density to 200% and deferred new hardware and licensing costs.
- Right sizing VMs helped them realize significant savings on software license and maintenance costs.

Virtana helps ensure customer satisfaction for trading application

Electronic trading infrastructure and its related applications are some of the most mission-critical environments today. Such infrastructure simply can't go down or even slowdown for a few seconds. Many millions of dollars are at stake, in addition to the potential lost customers and brand reputation impact.

This Virtana customer is a US-based brokerage firm with over 7,000 employees. The company offers an electronic trading platform for the purchase and sale of financial securities including common stocks, preferred stocks, futures contracts, exchange-traded

funds, options, mutual funds, and fixed income investments. It also provides margin lending, and cash management services.
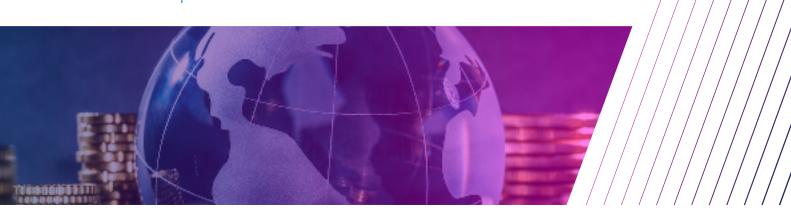
> "As a technology leader, everything I do has to control costs and improve efficiency. With Virtana Infrastructure Monitoring, we've upped the game on how we monitor.
>
> Customers have noticed - we've avoided hundreds of small issues that could have become major issues."
>
> **Head of Technology**
> Infrastructure Services

THE CHALLENGE:

The IT staff is charged with maintaining a high level of performance and uptime, while controlling costs and smoothly assimilating newly acquired businesses. Host virtualization is supplied by VMware. While Dell/EMC supplies most of the storage infrastructure, additional storage solutions come from Hitachi Vantara and Pure Storage. Networking is predominantly Cisco with servers provided by Dell and Lenovo. Key infrastructure software vendors include Microsoft and Oracle.

As the company grew, and a recent acquisition was completed, the biggest challenge was in changing the culture to fully realize the benefits of integrating the newest technologies. In addition to the challenges associated with the merger itself, moving to a hot/warm datacenter infrastructure from an active/passive approach and implementing a large-scale VDI project to over 80% of the company were two of the biggest changes.

The biggest impetus for a new approach to infrastructure monitoring and the Virtana Infrastructure Monitoring (Infrastructure Monitoring) deployment was the need to supply flawless performance of the trading applications, especially during market open, when volumes can peak.

Legacy monitoring platforms had significant gaps and were not delivering the required visibility across apps and infrastructure. They needed a true real-time monitoring system with advanced analytics

as they couldn't afford to be 'blind' for a minute or more.

Further, the customer wanted to substantially reduce or even eliminate the 'war room' culture

and build one around adherence to Service Level Agreements and proactive solutions to address potential problems before they impact users. By being less reactive and avoiding fire- fighting mode, the IT staff can now be applied to new revenue- generating projects.

THE SOLUTION:

Virtana Infrastructure Monitoring

The Virtana Infrastructure Monitoring solution was chosen to provide real-time and historical insights into the performance, availability, health, and utilization of the data center infrastructure. Virtana Infrastructure Monitoring intelligently collects machine and wire data via agentless software integrations and purpose-built hardware devices. AI-based analytics transform the data into actionable insights that can be used to optimize the environment and proactively find and resolve issues before users are affected.

In addition to a full Virtana Infrastructure Monitoring deployment, the customer opted to boost the ROI timetable by utilizing the Virtana Strategic Support program. The Strategic Support program is delivered via a dedicated and exceptionally skilled team of Virtana Infrastructure Monitoring analysts providing expert assistance and answers while augmenting the knowledge of the customer's existing staff.

THE RESULTS:

With Virtana Infrastructure Monitoring now in place, they confidently meet SLAs for availability to business stakeholders and time-to-issue- resolution to the operations teams. Cross-fabric problems that traditionally took days to remediate, can be identified and resolved in a matter of minutes. They significantly reduced their spend on hardware and software license costs by driving storage and VM utilization to higher levels.

With Virtana Infrastructure Monitoring, the financial services organization has been able to:

• Ensure application performance around market open and close, comparing current performance with trend analysis like day-over-day, week-over-week, month-over-month, and year-over-year performance

• Eliminate nearly all unplanned downtime related to infrastructure, ensuring key applications are always up and running

• Proactively ensure no loss of revenue-generating applications

• Guarantee visibility into the availability, health, and performance of the infrastructure supporting business applications

• Ensure adherence to performance and availability-based Service Level Agreements

• Identify and remediate conditions before they become business-impacting problems

• Reduce the need for war rooms

• Dramatically reduce critical issues to near zero

• Enable IT staff to focus on revenue-generating projects

Virtana

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