



Case Study 1

Customer Summary

Our client is the central bank of France, founded in 1800. It is the French pillar of the Eurosystem, a federal system formed by the European Central Bank and the national central banks of the euro area. Its three main missions are monetary strategy, financial stability and the provision of economic services to the community.

Challenge

Within our clients business everything has traditionally been managed in silos, with storage, network, compute and application teams.

The tools being used today do not make it easy to manage the environment. Point solutions have been implemented over time that look at their view of the datacenter but it is difficult to tie all the information together into a cohesive platform.

The issue is virtualization and cloud breaks down these silos, which makes it difficult to monitor, manage, identify ownership and resolve.

To mitigate issues, our client has typically overprovisioned infrastructure, meaning they buy more hardware, invest in bigger faster servers, storage and network devices. By applying this mindset to a virtualized environment, they negate the benefits of server consolidation and shared resources.

Our client realized that they need tools that understands, easily adapts to and supports virtualization, hybrid cloud and complex multi-tiered applications. This tool needs the intelligence to monitor all the resources necessary to keep critical applications running at peak performance as well as the foresight to predict potential performance issues before they can negatively impact the business.

Results

On behalf of VMware Professional Services, ViCoS designed and implemented vRealize Operations Manager for our client. vRealize Operations Manager product delivers intelligent operations management for compute, storage and applications across physical, virtual, and cloud infrastructures—from vSphere and Hyper-V to Amazon Web Services, and provides control over performance, capacity, and configuration, with predictive analytics driving proactive action, and policy-based automation. Through this engagement, our client has benefitted from the following key outcomes:

- Reduced system outages and improved utilization and uptime of IT resource infrastructure through better visibility
- Increased productivity by identifying and resolving performance bottlenecks
- Increased planning and management efficiency with improved access to available CPU, disk, memory, and bandwidth capacity metrics
- Operational process improvements resulting from a deployed production operations management solution A single pane of glass to Monitor vSphere, Hyper-V infrastructure, NetApp Arrays, network switches, NSX, VSAN and vRA
- Identify root cause of an issue, alerts administrators about that issue while filtering out extraneous notifications, and makes a recommendation for remediation.