

VirtualM=TRIC

Leading Provider of Digital, Cloud
and Advisory Services Reduced
Time-to-resolve Issues by 1400%
with VirtualMetric Monitoring Solution

Case Study



About The Customer

A leading provider of **innovative digital and cloud services**, part of the **Microsoft ecosystem**, chose VirtualMetric to get **critical insights** and **complete visibility** over their cloud environment. Founded as a **joint venture between Microsoft Corporation and a privately held company**, our customer has now over 38,000 professionals in 24 countries. They are helping companies implement the latest technologies, optimize operations and transform products, leveraging the Microsoft platform.

Challenge

The company offers cloud and application services, managed services, analytics, AI, and more to various industries. As an organisation with a sophisticated portfolio, its team must ensure that the complex private cloud infrastructure hosting its customers' solutions is always healthy and under control. **The cloud provider's infrastructure team needed to guarantee that their on-premise production, Test, and Dev environments were efficiently performed and any bottlenecks were eliminated timely.** The company's Hyper-V virtualization infrastructure, hosting closely to a PB of data, spread into multiple data centres, needed to be monitored on a close level.

The customer had high criteria for the monitoring solution they would implement. **It needed to provide them in-depth visibility of their Hyper-V environment, processes and performance, exceptional support and opportunity for custom features to be developed for the company.**

Before VirtualMetric, the solution provider used various monitoring solutions for their virtualization and network monitoring. None of these solutions provided all the needed features and a good granularity of the data collected. In one of their customer use cases, the provider's team needed to resolve a customer's latency issue quickly. **None of the currently available monitoring solutions within the company could analyze in milliseconds the latency when a virtual machine is accessing the virtual hard disk associated with it.**

Solution

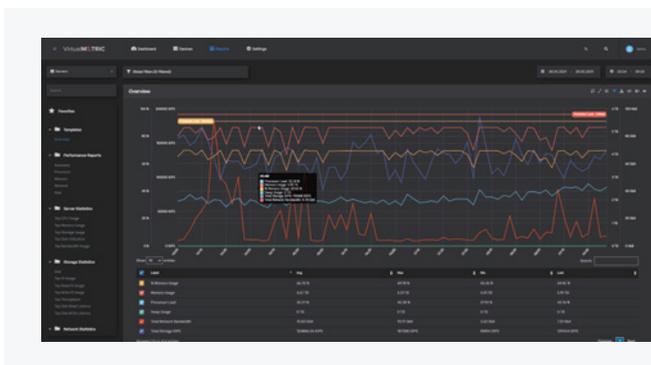
While researching the monitoring solutions available on the market, the Infrastructure Engineering Team at the company has come across VirtualMetric. Thanks to it, they managed to resolve the latency case faster. Besides, **with VirtualMetric the team could efficiently diagnose any latency issues, apply the needed changes quickly, and ensure they continuously meet the company SLAs and high standards.**

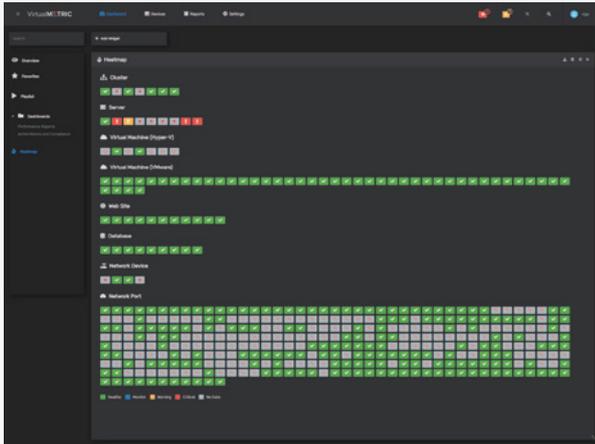


Notable Benefits

Keeping Latency Under Control

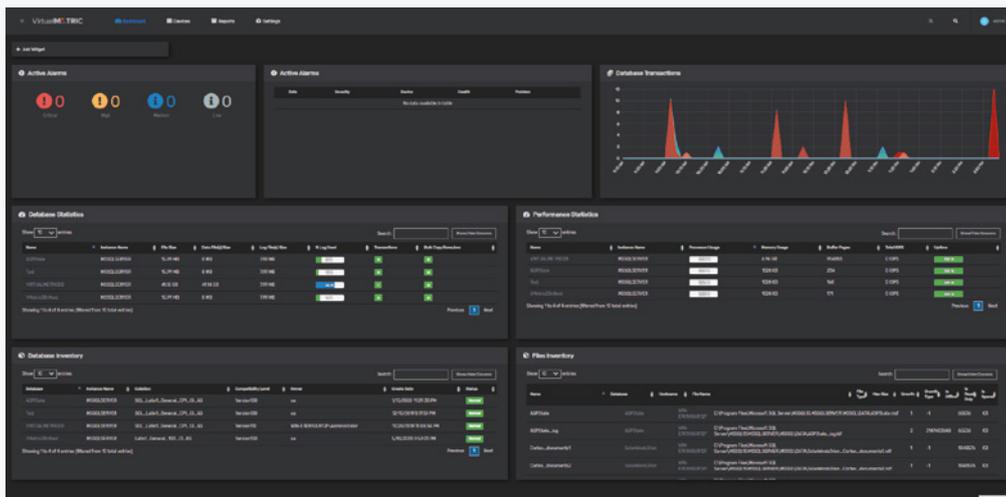
With VirtualMetric's Virtualization Monitoring and Change Tracking capabilities, the IT solution provider can easily identify what causes latency issues and act upon them. Thanks to the exceptional granularity of the data intervals of 20 seconds, the company can narrow down into any issue and find the root cause.





Complete Visibility with Heatmaps

Thanks to VirtualMetric Heatmap, the client gets a 360° observability over their IT environment. As a result, they can quickly identify if there is something wrong with the virtual machines that need immediate investigation and reaction.

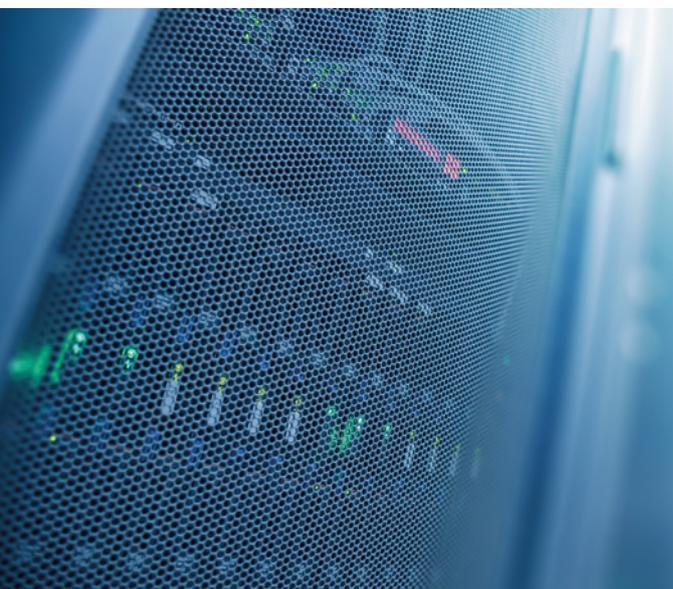


Customized Dashboards for the Level 1 Team

The company has built customized dashboards for every team within the infrastructure department. The Level 1 team can check all the vital KPIs like CPU and then run a few clicks' custom monitoring report. This is an essential power up for the team, which helps them perform better and provide superb customer service.

Reduced Time-to-Resolve Issues by 1400%

*“The challenge of being notified faster was resolved with VirtualMetric. Now **we can rely on something, which is always on** and can attract your attention immediately. It has been so much easier to configure and set up the alerting in VirtualMetric. It worked a lot better, and it was instant. **Other solutions are too complex and too slow.** If a production customer is down for 5 minutes, it can also become a financial issue.”*, said a Manager, Infrastructure Engineering, DCS on the customer side.



Before VirtualMetric, the company used another monitoring product to stay alerted of significant events within their infrastructure. The data was coming with poll intervals of 5 minutes. **When something happens, the speed of identifying and resolving an issue is a game-changer!** With VirtualMetric, the poll interval is 20 seconds.

“

A typical example is, when a host goes offline, we get notified faster, and we have more troubleshooting time before SLA issues pop up. **VirtualMetric helps us to avoid SLA issues** before we even know that has happened because we already got that fixed.

Manager, Infrastructure Engineering,
DCS of the company



Less Time Spent on Reporting & Monitoring

The whole engineering team of company is currently using VirtualMetric on a daily basis. Everyone has their custom reports, saving time and helping the engineers focus on their core job. With the previous monitoring solution, the company had to spend a lot of time running reports, writing queries and scripts. With VirtualMetric the reports needed are already pre-built and ready to be used. In just a couple of clicks, anyone can filter out the information he needs. That helped to save a lot of time on the reporting. Moreover, having an all-in-one monitoring solution helps the team avoid consolidating data from multiple data centers and various solutions. Now, there is a single data source showcasing their IT infrastructure's state and efficiency.



I used to check metrics separately on every data center and do the math on an Excel sheet. Like the number of hosts and CPU utilization. It took me like an hour or more. **Now I have all the needed reports in VirtualMetric.**

Manager, Infrastructure Engineering,
DCS of the company



Meeting the High-Security Standards

As a responsible and trusted IT solutions provider for various industries, the customer needs to meet strict security standards. Therefore, they recently added their Security Monitoring into VirtualMetric - Windows Event Logs, Network Events, Syslogs, etc. VirtualMetric's easy to use interface helped to build complex logic to detect security issues by correlation of Event IDs and Syslog messages. Before, they were using costly Cloud bases security products, which are now changed to the on-premise version of VirtualMetric. This all changes processes and helps them meet the high-security standards, lower their expenses and network usage by storing the events in-house.

Fundamentally Better Support

VirtualMetric is a customer-centric company. Our customer's requirements and needs are a priority for us. The cloud provider manages a complex environment and was looking not for a standard solution but the one fully fitting to their requirements.

"The support is fundamentally better than in any other tool. Sometimes we say things like: "I wish there would be a feature to monitor that. Let's email VirtualMetric." 9/10 times they get back and say that VirtualMetric already has it. Here's how to do it and they teach quickly. VirtualMetric's team is always open to accepting feature requests if a specific important feature is missing. The VirtualMetric team helps us to use the product better and continually improves it."

Manager, Infrastructure Engineering,
DCS of the company.

Ease of Use and Implementation

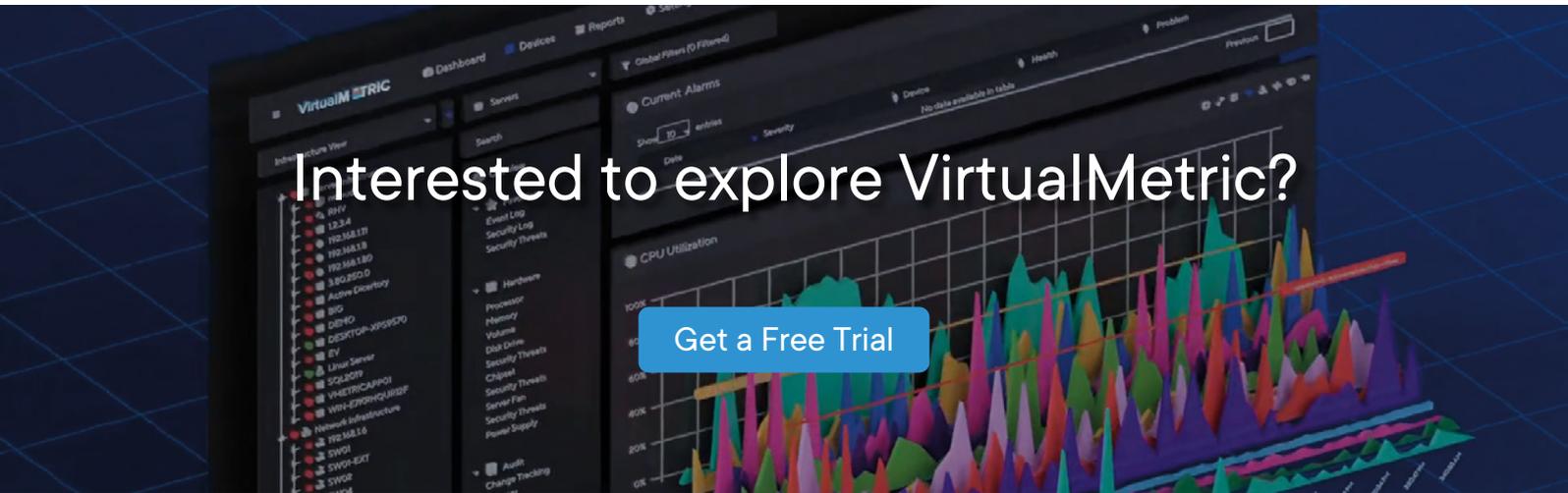
The team spent a lot of time learning how to do things in their previous monitoring solution. The product was complex and required a lot of additional knowledge. With VirtualMetric's intuitive interface, this challenge is gone. Now the team can save time they spent on finding out how to use their monitoring solution.

Decrease of Monitoring Costs by 60%

According to the customer, VirtualMetric delivers capabilities and ease of use that nobody else has on efficient pricing. With the complete replacement of other monitoring solutions with VirtualMetric, the company managed to reduce the budget for infrastructure monitoring by 60%.

VirtualMetric is a Solution to Choose

With VirtualMetric, the customer got a comprehensive monitoring solution built for its needs, resolving technical and business challenges. The migration from a costly and not so easy to use and configure monitoring product to VirtualMetric enabled them to improve performance and reduce the time to resolve issues by 1400%.



Interested to explore VirtualMetric?

Get a Free Trial

VirtualM=TRIC

VirtualMetric is a secure real-time infrastructure monitoring solution, which enables you to easily manage your software and hardware assets.

Our main goal is to facilitate the daily work of all system engineers, architects, administrators and IT managers by giving them a powerful tracking and reporting tool and full control over their infrastructure.

VirtualM=TRIC

+31 20 225 13 66

info@virtualmetric.com

www.virtualmetric.com
