uila

Success Story: School District cuts Troubleshooting time by 50% with App-centric Network Monitoring

Background

Large School District located in the United States.

Challenges/Needs

- Small IT team who wore multiple hats for monitoring and managing the entire Data Center and Campus environment.
- Needed a solution that will help them in efficiently get to root cause for application and network disruptions in a timely manner.
- The IT team was using the network equipment vendor provided tools for troubleshooting network outages and slowdowns, but could not prioritize their complaint response for any outage. They were trying to solve every red light on the screen for the Top of the Rack switches within their Data Center

Uila Solution

- Uila provided the IT team with Application-centric visibility for all of their Physical Networking Equipment.
- The IT team was able to quickly identify if the Top of the rack Switch was the main reason behind their Application slowdowns directly from the Application Dependency Maps.
- Uila identified multiple ports on the switches that were congested or saw too many errors due to a physical cabling issue.
- In addition, the IT team leveraged Uila to find out unused switch ports, and shut them down as part of their security risk assessment process.

Uila Benefits

With Uila, the IT team was able to focus on issues that matter to them for solving application disruptions due to physical networking, instead of chasing every red light on the screen. This helped them reduce their overall troubleshooting time by almost 50%.