



Success Story: US based Credit Union improved team communication efficiencies by resolving Video Conferencing challenges running over VDI

Background

- Credit Union based in the Mid-west United States.

Challenges/Needs

- The COVID-19 crisis forced the IT team to roll out VDI to employees, who were now working remotely from home. The team was inundated with a number of new complaints about desktop access and performance issues, including poor quality conference calls using video conferencing services like Zoom. The daily web-conferencing activity was deemed the most critical for employees for their internal communication, and required immediate resolution.

Uila Solution

- With Uila, the IT team was able to visualize the individual VMware Horizon VDI user sessions for the remote users that were complaining about their choppy video conferencing experience. The IT team took advantage of Uila's built-in classification for Zoom video conferencing.





- The team was able to quickly visualize using Uila (example below highlighted for one particular user only) that the issue was not due to the Zoom Application Service and not due to any Network (local network or Internet) issue, but Uila indicated it to be a Compute Resource right-sizing issue (both CPU & Memory) for the Virtual Desktop for the user.



VM Resource Report
Host/VPC: esxhost5
2020/07/05-2020/07/06
VM Numbers: 18

Resources Provisioning Summary

VM Name	CPU					Memory				
	Capacity (MHz)	Core	Avg Usage (%)	Peak Usage (%)	Top 10% Peak Avg (%)	Capacity (MB)	Avg Usage (%)	Peak Usage (%)	DRU Provision Rec.	
APP-LB-001	1811	1	0.3	0.4	0.3	256	7.6	10.1	-10MB	
VDI-Desktop-3	3622	2	3.3	20.4	7	2048	32.6	65.6	100MB	
Controller-2-NEX-controller-11	7244	4	5.3	6.9	6.1	4096	27.3	31.4	-2048MB	
MySQL-N2	7244	4	1.9	41.8	17.7	2048	1.9	19.1	-1024MB	
APP-LB-1001	1811	1	3	34.1	21.7	384	14.5	33.4	-1024MB	
Storage-Server	1811	1	1.5	1.9	1.7	512	5.6	7.3	1024MB	
Weblogic_11g-r2	3622	2	6	30.4	28.6	512	5.4	17.3	1024MB	
DBServer-NEX-2	1811	1	0.1	0.2	0.1	512	3	4.7	1024MB	
DB-LB-001	1811	1	0.1	0.1	0.1	512	1	3.7	1024MB	
Oracle_11g-r3	7244	4	0.1	0.2	0.1	3028	1.3	1.6	-1140MB	
Oracle_11g-r4	7244	4	13.9	69.5	64.2	3080	5.5	21.4	-1400MB	
uila-vmns-3.3.0-66-MCZH	7244	4	5.7	11.9	9	4096	19	60.8	1024MB	
Apache_2.4-r2	1811	1	0.7	5.4	3.7	512	10.9	21.6	1024MB	
DBServer-NEX	1811	1	0.1	0.2	0.1	512	3	5	1024MB	
Horizon-View-SecurityServer-Windows2016	3622	2	1	2.7	1.2	4096	4.2	11.9	-2048MB	
VDI-Desktop-1	3622	2	2.9	35	10.2	2048	27.1	78	100MB	
VDI-Desktop-2	3622	2	5.7	15.9	8.1	2048	26.6	64.4	100MB	
Cloud VST	1811	1	0.5	1.9	0.6	1500	2.2	24.8	-750MB	

- The IT team was then able to use the right-sizing guidance from Uila for the corresponding ESXi host for that VDI Desktop. After the provisioning changes were made based on the guidance, the VDI desktop performance improved and so did the user experience during the zoom conference calls.

Uila Benefits

With Uila, the IT team was remotely able to quickly isolate the video conferencing issue in a matter of minutes down to resource provisioning challenges that they could control and manage internally.