



## Success Story: Uila provides critical Full-Stack Insights to Credit Union

### Background

- Large credit union located in mid-west USA with multiple locations.
- The IT team is responsible for maintaining servers, applications, Active Directory, scaled roll out of IT systems, End-User Computing, printers and file sharing activities. The majority of the environment is virtualized, running VMware and has grown tremendously in the last couple of years.
- Critical applications that IT is responsible for includes opening, maintenance and accessing of account systems by their members. The IT team also has to ensure optimum performance for the record modification system and critical transactional systems, including remote and phone banking, online banking, card network connections for debit or credit cards amongst many others.
- Digital transaction support is becoming more critical with increase in digital transactions including Apple Pay®, Android Pay™, etc.

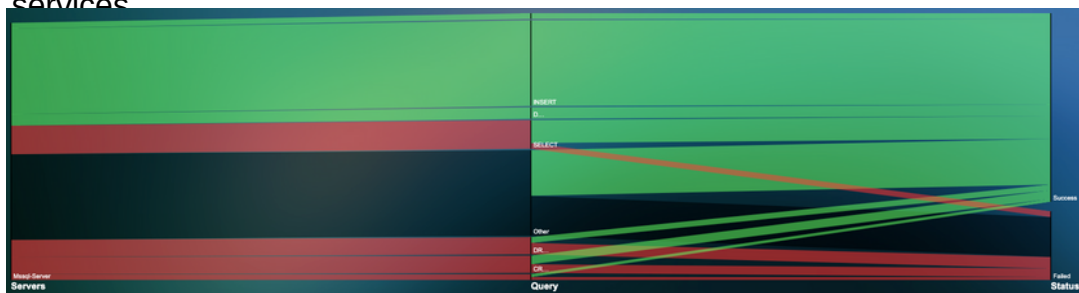
### Challenges/Needs

- Historically, the IT team used a segmented approach towards troubleshooting with multiple silo tools for application, infrastructure and the network, but was challenged with not seeing a dependable, reliable, affordable and easy way of sharing info between IT staff members when problems occurred and a correlated view into the deployment.
- Also in the past, with the tools being used, the IT team had limited visibility into the root cause and recommendations on how to solve the user complaints. For example, other vendor tools would alert him to excessive CPU usage on a server, but provide no recommendation on what to do next or correlate the infrastructure resource to application performance. At the same time, certain tools would just focus on providing up/down status for servers, which did nothing to identify and solve the performance problem.
- With the demand on digital access, being able to efficiently isolate any challenges with the account management servers and their associated database servers had become critical.
- The IT team in their pursuit of a monitoring tool also needed a solution that not only monitored traditional network, infrastructure and application performance, but also supported modern technologies like VMware NSX® Data Center. Prior success with open source tools, virtualization vendor supplied tools, and other 3rd party monitoring tools was limited.



## Uila uObserve Solution

- The IT team chose Uila uObserve for its Full-Stack visibility, that was missing in the past with the tools they owned. With Uila, the team now had deep and correlated insights into underlying challenges impacting Application performance, due to Compute resources, Storage challenges, Virtual Network and Physical Network challenges. Also, Uila's built-in Application classification, the automated end-to-end Application Dependency Mapping and Application transaction visibility, allowed them to quickly isolate Database transaction issues impacting member account services.



### Representative picture for Application Transaction Analysis

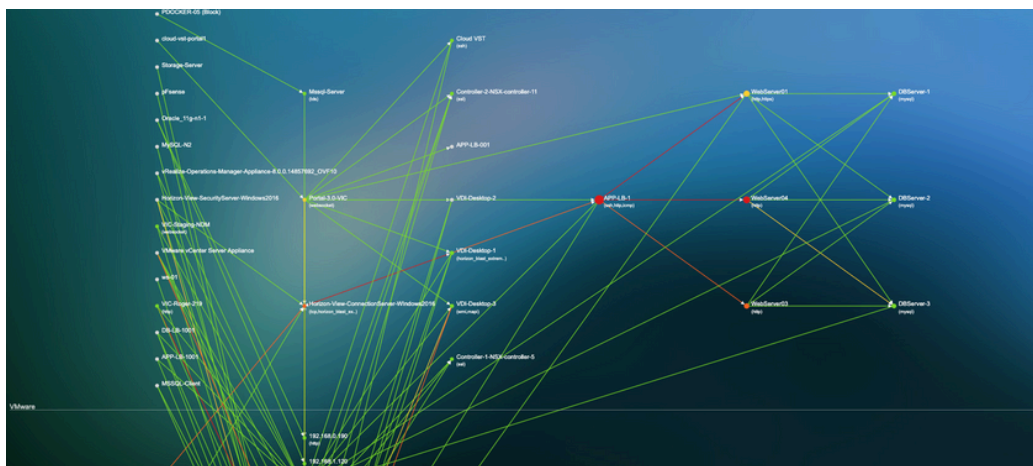
- The IT team was also empowered with right-sizing guidance on server compute resources to solve application challenges due to under-provisioning that was leading to application performance issues. At the same time, they were able to identify multiple instances of VM over-provisioning, where VMs were provided more CPU resources than they actually needed. With Uila's guidance, they were able to achieve balance between performance and their precious infrastructure investment.
- The IT team also used Uila's Service Availability capabilities to get real-time updates of up/down status for servers and application access.

Service	Status	VM Name	IP Address/Port	Last Update Time	Duration
Domain (Microsoft DNS & 1.7801)	Up	ns-01-mysqlserver.com(2)	192.168.0.20583	11/04/2020 05:28:08 PM	16d 17h 16m
Domain (Microsoft DNS)	Up	ns-02-mysqlserver.com(2)	192.168.0.20583	11/04/2020 05:28:08 PM	1d 18h 45m
mailin7 (unknown)	Up	Container-2-MSK-container-713(2)	192.168.0.1611234	11/04/2020 05:28:08 PM	5d 10h 3m
http (Apache Httpd 2.2.16 (CentOS))	Up	webServer(2)	192.168.0.31780	11/04/2020 05:28:08 PM	105d 22h 4m
http (unknown)	Up	ns-01-mysqlserver.com(2)	192.168.0.20589	11/04/2020 05:28:08 PM	1d 17h 5m
mysql-proxy7 (unknown)	Unknown	MySQL-Proxy-Container-Server-MySQL(2) (Down)	192.168.0.824032	11/04/2020 05:28:08 PM	16d 0h 55m
web (OpenSSH 7.4p1 Debian 6 (preinst) 2.0)	Up	APP-LB-1001(2)	192.168.0.82322	11/04/2020 05:28:08 PM	5d 10h 3m
web (OpenSSH 7.4p1 Debian 10-ubid642 (preinst) 2.0)	Up	APP-LB-1001(2)	192.168.0.16122	11/04/2020 05:28:08 PM	5d 10h 3m
Unknown (unknown)	Unknown	Gateway (192.168.0.1) (Down)	35.96.127.253000	11/04/2020 05:28:08 PM	27d 17h 43m

### Representative picture for Service Availability



- Uila's Application Dependency Mapping provided end-to-end insights into components that made up their multi-tier online banking and member services application, and was used to quickly isolate hotspots of Application performance challenges and then get to Root Cause in a single click.

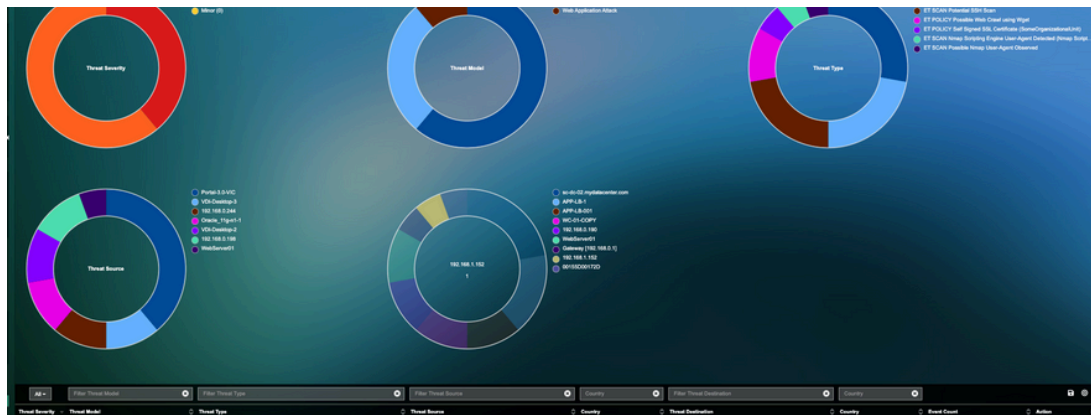


**Representative picture for Application Dependency Mapping**

- Networking and Security staff members within the IT team used Uila's Cyber Threat Monitoring capabilities to get insights into Application anomalous behavior and attempted cyber threats and vulnerabilities



**Representative picture for Application Anomaly Identification**



**Representative picture for Identified Cyber Threats**

## Uila uObserve Benefits

- The Credit Union was able to stay on the forefront of providing a smooth experience for account management and other online services, by preventing issues before they impacted their members. And when issues did occur, Uila allowed the team to respond to the issue faster.
- The Credit Union was able to save on hiring expenses for additional IT staff members, by leveraging Uila's full-stack monitoring and focussed isolation of performance problem capabilities used by existing IT staff. Using Uila, they were able to provide superior level of service to their members and internal employees, by doing more with less time, effort and budgets for monitoring and troubleshooting.
- Improved morale amongst the IT team, that enabled them to focus on and accelerate strategic projects like online banking updates, remote desktop rollout for employees working from home, replacing the phone system, etc., instead of just being involved with mundane tasks of only keeping the lights on for the systems.