# Ulla

## Success Story: Electric Utility company proactively avoids outage of critical Telenium application

#### Background

• North American Electric Utility company providing services to more than 4 million customers.

### Challenges/Needs

- The IT team was receiving multiple complaints and needed proactive full-stack observability to prevent outages on Telenium application system (fault alarming and management /network management /service management).
- Impact of Telenium application outage or performance issues:
  - Any outage leads to lack of monitoring of the fiber optic network, switch network & radio network across the facilities.
  - Lapses in the security/auditing of network elements could lead to NERC/WECC compliance regulation violations (financial penalties could be in millions of dollars).
  - Impact to providing power to millions of residents and businesses.
  - Revenue and reputation hit for the organization due to outage.

#### **Uila Solution**

• Uila provides end to end visibility for the mission critical Telenium application. With Uila's automated and dynamic application dependency map, the IT team can visualize any bottlenecks within the Telenium application.

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Application Map Conversation Table Alarms UserExp			
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- During the investigation for an active complaint, Uila uObserve showed the IT team that there were intermittent storage health related issues for the Telenium application, as shown in the time bar below.
- By drilling into the table view, it was determined that the VM had storage degradation.

Application Map Domenia from The	ble Alexa Unit Experience				
VM Name	<ul> <li>Application Health</li> </ul>	C Hetwork Health	0 CPU Health	Ø Memory Health	C Storage Health
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• During this time frame, the write latency on the VM went up to 60 ms, thus pointing to a storage issue.



• The IT team was recommended to spread out the storage workload across the different data stores to resolve the active issue.

#### **Uila Solution**

With Uila, the IT team was able to resolve long pending issues with their Telenium application. Also, the proactive observability capability of Uila uObserve gave the IT team the confidence of ensuring that these problems do not repeat in the future, thus minimizing any revenue or reputation impact to the organization.

With the full-stack unified view into application, network and infrastructure, the organization was also able to reduce costly and time-consuming war-room conversations between teams.