



# Uila delivers virtual data center visibility to First Tech Federal Credit Union

Uila allows IT to focus on enhancing member experience rather than chasing data center problems

## Customer Challenges

- Lack of visibility from connectivity to storage across the entire virtualized data center
- The inefficiency and ineffectiveness of disparate Infrastructure and Applications monitoring tools
- The amount of time that has to be spent optimizing and tuning the environment to deliver business value to staff and members

## Solution Results

- Uila immediately demonstrated the potential for freeing staff to optimize the infrastructure by rapidly showing the correlated performance of each component within the data center
- Utilization of each element of the data center and the ability to forecast expansion requirements for planning purposes
- The proactive visibility provided by a single pane of glass monitoring tool for the entire virtualized data center

**“Uila has demonstrated that even with a small IT team and a heavily virtualized infrastructure, it is possible to rapidly resolve application performance issues and proactively optimize member facing systems.”**

**Philip Romero, Manager of Infrastructure,  
First Tech Federal Credit Union**

First Tech is an \$8.6 billion institution headquartered in Mountain View, Calif. It is the nation's premier credit union serving the world's leading technology-oriented companies and their employees, including HP Inc., Hewlett Packard Enterprise, Microsoft, Agilent, Intel, CISCO, Amazon, Nike, CH2M, Intuit, Google and more.

## Data Center Challenges

- Small IT staff hampered by limited operational visibility in the virtual data center
- The lack of correlation between data center infrastructure and application performance
- Time taken and the amount of staff required to identify and resolve application performance issues

## The Challenge

First Tech is recognized as the industry catalyst for delivering effortless banking experiences to its 425,000 members through its 40 branch locations, more than 5,000 CO-OP Branch locations, 30,000 CO- OP Network ATMs and 286,000 ATMs nationwide. Supporting these endeavors, First Tech runs banking specific applications such as Fiserv - lending and collections software, online banking applications as well as traditional enterprise apps including Microsoft Exchange, MS SQL and Oracle databases and a Microsoft SharePoint deployment for First Tech's intranet. These applications run on approximately 600+ Virtual Machines (production and development) across 30 hosts leveraging VMware clusters, VMware vCenter management and over 70 Terabytes of network attached storage. To ensure employees and members have reliable, on-demand access to the Credit Union's banking systems critical, First Tech utilizes 2 physically and geographically separate data centers with sophisticated high availability and load balancing capabilities.

First Tech has a relatively small IT staff and the team relies heavily on specialized monitoring and management tools to keep operations running smoothly. These include: Microsoft - System Center Configuration Manager (SCCM) - Server/OS monitoring / Veeam - Infrastructure Monitoring & Reporting / VMware vCenter - Server Virtualization Management / Extrahop - Application-aware Network Performance Management / Splunk - Security Information and Event Management (SIEM).

However, the IT team was challenged by limited operational visibility in the virtual data center. The team was unable to see the health of the data center in real-time or correlate the application performance to that of the data center infrastructure, including memory, storage processing or networking. While existing tools were perfectly able to resolve issues in a specific system, once the root cause was identified, the time taken and the number of staff that had to be involved to get to that point prevented the team from focusing on strategic application optimization and tuning. In addition, when the team was able to focus on optimizing the staff and member experience, the lack of correlated visibility again lengthened that tuning process.

“At First Tech, we are focused on our members banking experience and we have built a resilient infrastructure to support our business critical services and applications. Unfortunately, the virtualized and distributed nature of our infrastructure makes it more difficult to identify and resolve application issues. Uila has demonstrated that they can provide the data center visibility and system correlation we need to quickly identify data center issues and to rapidly determine their root cause.” - Philip Romero, Manager of Infrastructure, First Tech Federal Credit Union.

## The Solution

Uila Application-aware Infrastructure Performance Management allows data centers to gain visibility into their complex, virtualized infrastructure; reduce application outages from hours to minutes; prevent outages that may arise from stressed infrastructure; and proactively tune the performance of business-critical applications.

Even in the Proof of Concept, the solution was able to immediately identify and resolve First Tech data center problems.



Immediately identified that the memory in their systems were over-provisioned



Identified unusually high traffic load on a particular system and was able to correlate this to a particular user running an unexpected process which generated the traffic between the dependent systems.

The key to Uila's success is the ability to correlate virtual infrastructure to application performance and pinpoint problem root cause, a capability that First Tech's other monitoring tools do not provide.

Infrastructure-to-application performance correlation enables the Uila solution to quickly and accurately identify the root cause of application performance degradation, and provides the information needed for First Tech's IT team to efficiently resolve the problem and restore optimum service levels for application users.

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## Uila Value to First Tech Federal Credit Union

The IT team at First Tech appreciates the intuitive user interface of the Uila solution, which has been instrumental in resolving application performance issues that were difficult or impossible to identify with other IT tools.

Uila delivers faster and more accurate root cause analysis of application performance issues. For First Tech data center managers, that means reduced Mean Time To Repair (MTTR) of infrastructure issues affecting application performance and consistently high levels of uptime.

Because Uila is able to pinpoint the root cause of application issues more quickly, the IT team at First Tech is able to focus on improving the staff and member banking experience by tuning application performance and planning for the most impactful infrastructure upgrades.

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