

# Uila Solution Gets Top Assessment From CPP

Uila helps CPP deliver optimum application service levels and customer satisfaction



## Customer 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 to identify and resolve application performance issues

## Solution Results

- Provides constant visibility into virtual IT infrastructure and delivers expert advice to IT operations team as application performance conditions change
- Infrastructure-to-application performance correlation enables accurate identification of the root cause of application performance degradation
- Enables IT teams to discover problems that otherwise may not have been found, speeds problem resolution, while reducing IT total cost of ownership

“At CPP we pride ourselves on the service that we deliver to our customers and users. Uila has provided us with the tools to maintain or exceed those service levels, while also giving us the capabilities to proactively tune our applications and determine the optimal system upgrades.”

Mike Johnson, Director of IT, CPP

Best known for the Myers-Briggs assessment, CPP is a world leader in personality, career, and organizational development. Its assessment tools have been used by 88 of the Fortune 100 to maximize individual and team effectiveness from entry to executive levels, and is trusted by the U.S.’s top colleges and universities and by institutions worldwide as the foundational tool for student and alumni career development.

## The Challenge

CPP customers include businesses of all sizes, including Fortune 500 companies, Educators, government agencies, and training and development consultants in more than 100 countries. CPP uses four geographically distributed data centers, all fully virtualized using VMware, supporting approximately 2000 servers

The foundation of CPP’s business is information: the gathering, management and analysis of data. To ensure the successful on-going operation of the company it is imperative that CPP employees and customers have reliable, on-demand access to business-critical applications and services. As a result, the company requires a networking, server, and storage infrastructure that delivers consistently high levels of application uptime and performance to support CPP’s thriving business.

CPP has a relatively small IT staff consisting of generalists, and the team relies heavily on specialized monitoring and management tools to keep operations running smoothly. Server status is monitored by Solarwinds, and PRTG is used to monitor the network.

However, the IT team was challenged by limited operational visibility in the virtual data center, specifically the lack of correlation between data center infrastructure and application performance. Existing tools were unable to pinpoint the root cause of application performance issues when users complained of poor service levels. In addition, CPP’s IT team did not have a monitoring tool that could proactively identify data center issues like infrastructure misconfigurations and outdated hardware before they became more serious problems.

Identifying and resolving these issues was taking too long, and the potential negative impact on business operations was too high to ignore. Since CPP’s business operations depend on a high-performance, high availability infrastructure, the gap in virtual data center visibility had to be addressed.

# 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.

**The Uila solution was able to immediately identify and resolve three critical CPP IT problems.**

	Complaints of slow application response time	MS SQL slow response time when under load	<b>Administrator split database table</b>
	User unable to segment critical applications for compliance	Misconfigured MAPI service outside of its domain	<b>Removed the misconfigured service</b>
	Hidden Application performance issues	Correlated application response time alerts to network degradation and identified vNIC packet drops due to an outdated Ethernet driver	<b>Driver was upgraded</b>

The key to Uila's success is the ability to correlate virtual infrastructure to application performance and pin-point problem root cause, a capability that CPP'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 CPP's IT team to efficiently resolve the problem and restore optimum service levels for application users.

## Uila Value to CPP

The IT team at CPP 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 CPP's data center managers, that means faster resolution of infrastructure issues affecting application performance, consistently high levels of uptime, and compliance with SLAs. For application users in the business unit and CPP customers, Uila means optimal user experience without noticeable latency or service interruptions.

Because Uila is able to pin-point the root cause of application issues more quickly, the IT team at CPP is more productive, spending less time trouble-shooting problems. The Uila solution is a key factor in maintaining optimum user service levels and satisfaction, which is an extremely important element in CPP's day-to-day business operations.

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