uila

Success Story: Harris County Clerk's Office

Background

- Harris County is the most populous county in Texas and the third-most populous county in the United States.
- The Harris County Clerk's Office is responsible for maintaining records of Commissioners Court, Probate Courts and County Civil Courts at Law and as recorder, this office records vital documents such as Property Records, Marriage Licenses, Assumed Name Certificates, Birth Records and Death Records and most importantly ensure free and fair elections in the county.

Challenges

- IT Operations is responsible for handling every application outage or performance issue and spent a lot of time trying to isolate the issue, thereby taking their time away from major projects or real problems they were currently facing.
- The previous solution that they used (included as part of their virtualization package) did not provide the granularity for the team to get to the real reason for the service challenges or complaints that were handed out to them.

Uila Solution

- Uila's Full-stack correlated visibility has provided the team the ability to drill down to the details of Application Performance issues and prove that the Infrastructure cannot be for every complaint.
- In one instance, the IT Operations team was able to get detailed compute metrics, so that they can right size their VM by adding more memory and prevent bottlenecks.

Benefit to Harris County Clerk's Office

- With Uila, the IT team is able to discover and solve Application & Infrastructure problems **30% faster.**
- Reduced friction between IT and Application teams and more collaborative effort to solve problems.

"We were looking at monitoring tools that can replace our virtualization management solution, which did not drive to root-cause of the problem. We found Uila and have never looked back since then. We have been able to solve all the complaints that have been directed towards my team for infrastructure-driven application complaints. This ability to solve problems accurately and quickly, gets even more important during election time, to keep both our Data Center & Democracy alive"

- Mark Martinez, Assistant Director - Information Technology at Harris County

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