



Uila Success Story: Insurance Agency

Background

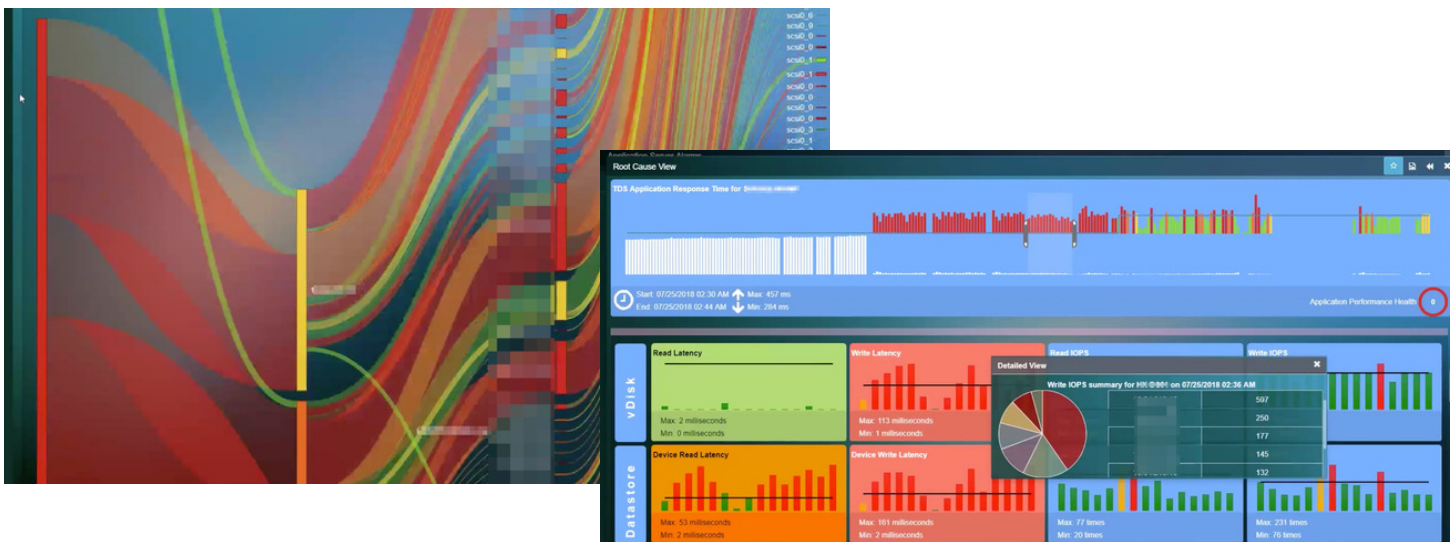
- Insurance agency and administrator based in the US that provides insurance products and other financial services to members of associations and other affinity groups.

Challenges/Needs

- The Infrastructure & Product Support teams are responsible for maintaining the integrity of the production environment and were running into situations where the production applications were facing overnight outages.
- Their existing SNMP-trap based monitoring solutions just pointed to the applications being offline due to the server being unresponsive at times, but never assisted in getting to the real root cause behind the issue. It had become very important for the team to identify the underlying problem, instead of just fixing the symptoms.

Uila Solution

- The IT team had an issue with the hosts as part of the Cisco UCS system. While resolving this issue, the IT team had moved all of the Guest OS to other hosts. One of the hosts was overloaded with SQL application servers, and when the SQL backups started to run, it put a lot of stress on the storage of that particular host. With Uila, they were exactly able to pinpoint to the host and the storage issue behind the problem. It was also observed that there was no host or server outage as previously thought, and instead the host was too busy due to the storage contention, which gave the false feeling of it having outage issues. Once they were able to distribute the guest OS across the host infrastructure based on the resource usage recommendations from Uila, the IT team was able to successfully resolve this issue.



Uila Benefits

- With Uila, the IT teams were able to resolve the issue in hours vs weeks.
- With Uila's full-stack monitoring capabilities, that includes storage monitoring, it helped the IT team save precious time and effort, that would have been wasted by talking to multiple infrastructure vendors and trying to put all the pieces together.
- With Uila, as compared to SNMP-trap based monitoring solutions that pointed only towards server outages, the IT team was able to actually understand the reason behind the so-called outages and prevent their occurrence in the future.