



Success Story: Multinational Professional Services Organization

Background

- One of the largest multinational professional services organization.
- The Healthcare IT team provides professional services to manage critical healthcare applications for other enterprises.

Challenges/Needs

- On a fairly regular basis of 3-5 times a week, at exactly 10pm CDT their client's entire VMware platform and all the VM's and storage became unresponsive. Their Oracle cluster reboots under that condition, and various application components crash, go unavailable or have to be restarted. The team was challenged with looking into multiple potential sources and correlating information including switches, Vcenter, VCOPS, CS8, various O logs in a number of forensics activities in an attempt to narrow down the cause in a timely manner.
- Also certain applications needed to be migrated to AWS, and the team needed insight into all the application and infrastructure dependencies to make sure that they migrate the multi-tier application workload accurately.

Uila Solution

- With Uila's Network Traffic Analysis, they were able to detect Inbound network traffic of over 200Mbytes per minute immediately prior to the entire VMware platform going unresponsive for about 20 minutes. Uila was able to pinpoint that to Zerto's backup software causing the issue.
- With Uila's Application Dependency Mapping, the team was able to map out all the application dependencies automatically and without the use of any agents, prior to migration.
- Once migrated to the Public Cloud, they were able to use Uila's multi-cloud monitoring capabilities to ensure a successful migration and cloud resource allotment to ensure top application performance.

Uila Benefits

- With Uila, the IT team was able to quickly solve the problem on hand in a very timely and efficient manner.
- The IT team saved a lot of manual effort and costly resources as part of their cloud migration planning.