uila

Success Story: University resolves issues impacting critical E-learning Applications

Background

- Private US-Based Undergraduate University with 1000s of students from all over the world.

Challenges/Needs

- IT team needed visibility into the applications running on the virtual infrastructure for daily monitoring and application-based L7 micro-segmentation.
- The team also needed to find root cause fast to triage any complaints and stop finger pointing that currently happens within the different groups in the IT team. Daily war-room type of situations were wasting valuable hours for the team.

Uila Solution

- With Uila's application-centric root-cause analysis, the team was able to point out issues in the Infrastructure within seconds, impacting application performance. In one case, high CPU and memory usage led to application performance getting significantly impacted.
- With Uila's application monitoring capability, the IT team was able to identify all applications running on their infrastructure and visualize all the dependencies for their multi-tier application. This dependency visibility was critical for their microsegmentation planning.

Uila Benefits

- Uila was not only helpful for reactive troubleshooting, but also acts as an insurance for the IT Department for proactive monitoring.