



Success Story: Investment Management Firm solves critical Application Issues

Background

US Based multi-boutique Investment Management firm that provides its services to pension and profit sharing plans, investment companies, pooled investment vehicles, endowments, foundations, high net worth individuals, corporations, and banks.

Challenges/Needs

- IT team managing 2 VMware based Data Centers.
- Critical ERP application facing major service outages that is impacting a smooth and reliable investment management experience. The IT team was under tremendous pressure to achieve service assurance, but existing tools were ineffective at detecting and resolving issues before users were impacted.

Uila Solution

- With Uila, the IT team was able to easily pinpoint the application performance issue to be due to virtual packet drops in the virtualized environment. The packet drops occurred due to a misconfiguration on Traffic Shaping for the Distributed Virtual Switch.

Uila Benefits

Uila transformed the way the IT team was solving problems in their Data Centers and they now had direct answers on the issues, instead of looking for a needle in the haystack. Also moving forward, they were able to proactively detect these issues in a timely manner to solve them before they impacted the users.