



Success Story: US State Fire Protection Service reduced MTTR for critical Email Application

Background

- One of the largest fire protection districts located on the US West-coast.
- Responds to tens of thousands of incidents annually from 20 strategically located fire stations.

Challenges/Needs

- Users were complaining about email performance, but the IT team had no application visibility and was not able to figure out the root-cause for the issue.
- The IT help desk team was getting overwhelmed with complaints.

Uila Solution

- Using Uila's Storage Analysis , the IT team was able to quickly identify an issue with the datastore serving the email server.
- The issue was quickly triaged to a host that was serving the email server with long latencies. In addition slow and bad DNS queries between email server and primary DNS server was identified by Uila's Application Transaction Analysis.
- Uila's recommendation of moving the email service to another host that was not overloaded solved the problem.

Uila Benefits

Uila triaged the problem quickly and helped solve it and reduce incident reports to the already overwhelmed help desk team. The IT team was also confident of proactively identifying and reducing MTTR for any application issues in the future with Uila.

