



Uila proves critical to Lake EMS virtual data center visibility

Uila's Solution becomes critical tool for data center visibility and rapid root cause analysis



Customer Challenges

- Deliver "At a Glance" health visibility of the entire virtualized data center which supports mission critical 911 and ambulance services
- Rapidly and accurately identify root cause of application performance issues and reduce application and critical service downtime
- Provide a single "Pane of Glass" view into all the systems in the virtualized data center and their correlated performance

Solution Results

- Uila immediately identified that their known but unidentified application issue was the application itself running on a particular host
- Lake EMS moved from a trial, on a few hosts, to deployment on all hosts within 24 hours
- Administrator can go from the dashboard view to the problem in "less than 4 clicks" – identifying the application, Host, VM, database or networking component that is causing the issue
- Provides a "peace of mind" real-time health status of the entire virtualized infrastructure and including mission-critical apps

"Uila went from being a need, to a pilot, to a critical piece of our virtualized infrastructure in a matter of weeks by providing a "single pane of glass" view into our heavily virtualized Data Center and the system correlation to rapidly determine the root cause of problems."

Jim Root, Chief Information Officer, Lake Emergency Medical Services

Lake Emergency Medical Services, Inc. is a not-for-profit organization formed in 2011 by Lake County to provide quality, community-based EMS services. The Lake EMS Data Center is co-located with the Lake County Sheriff's Office in the Emergency Communications and Operations Center in Tavares.

The Challenge

The Lake EMS agency operates 21 Advanced Life Support units at peak operation, with static and dynamic deployment throughout the county. Supporting these 911 and ambulance services, Lake EMS runs EMS specific applications such as Computer Aided Dispatch, Electronic Patient Care Reporting (ePCR), Patient Billing Systems as well as traditional enterprise apps including Microsoft Exchange, SQL databases and help desk software. These applications run on approximately 60 virtual servers across 10 hosts and leverage a Nutanix hyper-converged infrastructure, VMware vCenter and Brocade 10 Gigabit network infrastructure. To ensure the successful on-going operation of the agency it is imperative that employees have reliable, on-demand access to these mission-critical applications and services. As a result, the agency required a networking, server, and storage infrastructure that delivers consistently high levels of application uptime and performance.

Lake EMS has a relatively small IT staff consisting of generalists, and the team relies heavily on specialized monitoring and management tools to keep operations running smoothly. These include Spiceworks, VMware vCenter and Solarwinds.

However, the IT team was challenged by limited operational visibility in the virtual data center. The team was unable to see the health of the data center in real-time and unable to correlate the application performance to that of the data center infrastructure, including memory, storage processing or networking. Existing tools provided neither the application and network response times, nor the systems detail nor the ability to baseline and correlate infrastructure and application performance necessary to rapidly determine and remediate application issues.

Identifying and resolving application issues was taking too long, and the potential negative impact on operations was too high to ignore.

"At Lake EMS we pride ourselves on having built a robust infrastructure to support our mission critical services and applications. Unfortunately, before we deployed Uila we often had to wait for the users to complain before we knew we had a problem. Uila has provided us with the reassurance to be able to quickly identify data center issues and to rapidly determine their root cause." Jim Root - Chief Information Officer, Lake Emergency Medical Services

The Solution

Uila Application-aware Infrastructure Performance Management allows data centers to gain visibility into their complex, virtualized infrastructure; reduce application outages from hours to minutes; prevent outages that may arise from stressed infrastructure; and proactively tune the performance of business-critical applications.

The Uila solution was able to immediately identify and resolve Lake EMS IT problems.



The Patient Billing System had long been known as an application with intermittent performance issues. Uila was able to correlate this to a particular advanced user and a custom report that they were running. The Lake EMS team was able to schedule these reports to be run when appropriate so as to prevent application performance issues



Unknown to the team their Mail Archiving Program was spiking CPU consumption when running particular indexing operations and this issue was able to be assigned to the vendor to resolve

The key to Uila's success is the ability to correlate virtual infrastructure to application performance and pin-point problem root cause, a capability that Lake EMS's other monitoring tools do not provide.

Infrastructure-to-application performance correlation enables the Uila solution to quickly and accurately identify the root cause of application performance degradation, and provides the information needed for Lake EMS's IT team to efficiently resolve the problem and restore optimum service levels for application users.

Uila Value to Lake Emergency Medical Services

The IT team at Lake EMS appreciates the intuitive user interface of the Uila solution, which has been instrumental in resolving application performance issues that were difficult or impossible to identify with other IT tools.

Uila delivers faster and more accurate root cause analysis of application performance issues. For Lake EMS's data center managers, that means faster resolution of infrastructure issues affecting application performance and consistently high levels of uptime.

Because Uila is able to pin-point the root cause of application issues more quickly, the IT team at Lake EMS is more productive, spending less time trouble-shooting problems. The Uila solution is a key factor in maintaining optimum user service levels and satisfaction, which is an extremely important element in Lake EMS's day-to-day life-saving operations.

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