Fortune 100 Software Company Simplifies Operations for Vast Global Network

ABOUT THE CLIENT

Industry: Software and Technology

Product: VMware Telco Cloud Operations

Challenge: Maintain nonstop availability and performance for huge, complex global infrastructure

RESULTS

Reduced "alarm storms" from hundreds of thousands of network alerts daily

Accelerated root cause analysis to quickly pinpoint problems

Increased visibility and insight to make smarter ongoing investments

The Problem: Making sense of a massive global infrastructure

This premier technology company delivers software, services and hardware to more than one billion users worldwide. To effectively serve its customer base and over 100,000 global employees, the company needs its network to function more like a utility than a standard enterprise infrastructure. Maintaining nonstop availability and performance, however, is a constant challenge.

To manage the massive environment—tens of thousands of network nodes, over a million ports, more than 100,000 servers, both physical and virtual infrastructures— the IT operations team must make sense of vast amounts of information every hour of every day. "Alert storms" consisting of hundreds of thousands of alarms were common, making it extremely difficult to zero in on the most serious problems. The sheer scale of the infrastructure also made it difficult to gain the performance and trending insights needed to plan effectively for the future.

"We had a lot of data in disparate systems, but we weren't able to do much with it as it stood," says the company's infrastructure manager. "It was difficult to plan for capacity, growth and utilization."

The Solution: Automated root cause analysis, monitoring and reporting

The company uses VMware Telco Cloud Operations to maintain control of its sprawling distributed infrastructure and deliver the nonstop availability and performance its users expect. It would be impossible for humans to respond to raw streams of network alerts for an environment of this size. So, the IT operations team relies on Telco Cloud Operations to perform ongoing fault management, allowing them to take corrective action before problems impact users or services.

When issues arise, Telco Cloud Operations automatically correlates symptoms to identify the root cause and delivers those details to the company's primary IT operations console, Microsoft System Center. Team members can quickly prioritize and respond to critical issues instead of spending hours sifting through low-priority alerts.

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95%

fewer network alarms

Hundreds

of personnel hours saved
by automatically prioritizing
alarms based on impact

Smarter

business decisions due
to in-depth analytics on
performance and utilization

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For additional information about
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"We have little to no tolerance for network problems because of the impact they can have on our company, both from a user experience and financial perspective," says the infrastructure manager. "The huge volume of alert storms and alert streams, however, have always been challenging to manage because of the size and scope of our network. Because of their strength in root cause analysis and fault management, our team depends heavily on these tools to deliver a network our users can rely on."

VMware Telco Cloud Operations also maintains an always-accurate view of the company's network topology. It tracks hundreds of thousands of physical and virtual network devices from multiple vendors and captures the relationship between all devices and services in the network.

Deeper insights to make smarter decisions

In addition to fault management, the company relies on Telco Cloud Operations' integrated analytics and reporting to capture in-depth, consolidated infrastructure performance and trend data. By harnessing historical data on performance and capacity trends, they can better predict future requirements and make more informed decisions for capital expenditures. The IT team can cross-reference network, compute, storage and application availability and performance data through a single interface. They can also generate integrated reports, instead of having to review multiple systems or create reports manually.

"With Telco Cloud Operations, we can focus on visualization and exploiting the rich sources of data already at hand," says the infrastructure manager.

This comprehensive visibility also helps the IT team more effectively share information with constituent business units within the larger company. Keeping with the goal of delivering utility-like service, the team can offer a tenant view of the environment, helping other business units understand the performance of their IT services and better plan their own IT investments.

The company also uses Telco Cloud Operations' Network Configuration Manager (NCM) capabilities to simplify ongoing network lifecycle planning. The company draws on a broad suite of integrated tools to automate design, change management, security, compliance and more. Together, these capabilities allow the company to keep pace with current demands, better prepare for the future, and deliver superior performance and availability to hundreds of millions of users worldwide.

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