

SOS-4-IPM & Critical Infrastructure Audit “CIA”

Description of Solution SOS-4-IPM and CIA

Acquiring the necessary visibility into the health, utilization and performance of IT infrastructures—and guaranteeing overall performance and availability to support mission-critical applications—creates a complex set of challenges. Enabling IT infrastructure agility, to normalize operations and to quickly identify and resolve serious and/or intermittent problems is crucial for success. Virtual Instruments offers two services that directly address these complex “unsolvable” challenges resulting from the deployment of multi-featured products and services within a heterogeneous IT infrastructure environment.

SOS-4-IPM (SOS for Infrastructure Performance Management)

Your IT infrastructure is experiencing a serious outage, degradation of service or an unpredictable anomaly that is disrupting the level of service required by the business, the application, and/or the customer(s). VI responds immediately to the situation by working with you to assess the situation, provide the necessary equipment, and deliver the expert staff and tools required to discover the issues that are affecting your service delivery levels.

CIA (Critical Infrastructure Audit)

It’s extremely challenging to obtain a clear unbiased view of infrastructure health, utilization and performance by using vendor-specific tools. VI’s service delivers an accurate, unbiased view of the current state of your infrastructure for capacity planning, utilization, baselines and areas of potential optimization.

SOS-4-IPM

Customer Challenges

- Infrastructure performance/availability issues
- Critical outages or serious degradation of service that needs to be resolved immediately



PHYSICAL



VIRTUAL



CLOUD

Recommended Service

SOS-4-IPM

Customer Benefits

- Rapid deployment of the service typically within 24 hours
- Quick identification of infrastructure performance issues
- Reduce troubleshooting time from weeks and months to hours and days (1st call to MTTR within 24-48 hours)
- Heterogeneous and vendor agnostic, VI provides an unbiased view of end-to-end performance issues
- Works with all storage and switch vendors in a fibre channel infrastructure
- Performed by trained SAN optimization experts

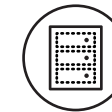
CIA

Customer Challenges

- Complexity resulting from virtualization of the IT infrastructure
- Dynamic frequently changing infrastructure
- Lack of visibility threatens infrastructure health, utilization and performance
- Infrastructure optimization is required
- Programmatic acceleration of MTTR is required



PHYSICAL



VIRTUAL



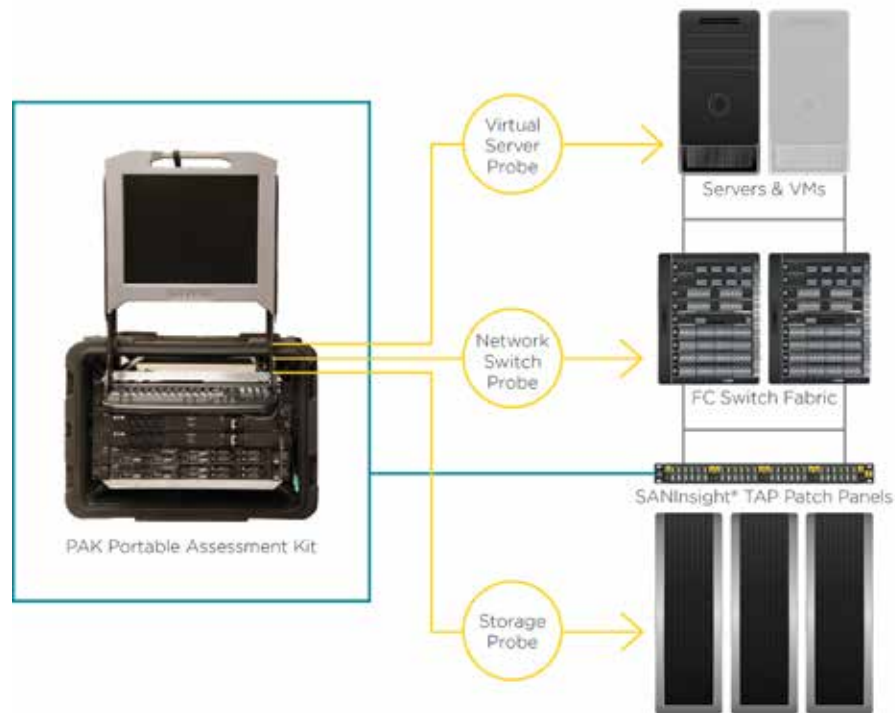
CLOUD

Recommended Service

Critical Infrastructure Audit

Customer Benefits

- Highly accurate visibility into system-wide infrastructure
- Discovery and analysis of emergent problems
- Real-time performance information from the virtual machine to the LUN
- Quick identification of performance and behavior anomalies
- Recommendations for future actions
- ROI validation
- Infrastructure balancing and utilization
- Infrastructure consolidation based on capacity planning
- Application I/O profiling



Customer Pain Drivers

Position/Level	Awareness & Concerns
C-Level	Revenue and performance impact “being caused by IT”
Business Unit Leader	Business impacting performance and availability preventing goal attainment (can’t launch app, costs out of control, need to know the truth)
IT Management	Confidently and accurately resolve business and performance impacting events, keep costs contained, and get more from existing assets
IT Operations Management	MUST ensure cross-domain collaboration and confidently execute data-driven IT decisions

Virtual Instruments –Rely on the Experts

VI is the leader in Infrastructure Performance Management (IPM) for physical, virtual and cloud computing environments. The award-winning VirtualWisdom® platform drives unprecedented performance and availability for IT infrastructures supporting mission-critical applications, while lowering total costs. VirtualWisdom provides unbiased, real-time health, utilization and performance metrics and delivers end-to-end visibility across the entire open-systems stack. VI has a suite of service solutions that include deep subject matter expertise and industry experience to help you achieve desired and required outcomes.

Completely invisible and non-intrusive to the SAN, fault-tolerant Traffic Analysis Points (or TAPs) provide access to the links. The TAPs installed during the service can remain in place for future use, providing a powerful new permanent non-disruptive diagnostic layer.

With the help of our VirtualWisdom platform and our services which include subject matter experts, tools and our knowledge database, we look deep into the IT infrastructures’ physical layer of devices and connectivity.

VI is a completely unbiased, vendor agnostic voice of reason and source of truth.

Solution Next Steps

1. Interactive dialogue “what are we solving for?”
2. Develop a high level program view of the solution.
3. Develop the scope of the project with desired outcomes.
4. Finalize the design of the service and supporting documentation.
5. Launch program, operate, analyze, report and improve.