

# Nominee: Virtual Instruments

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## Nomination title: VirtualWisdom5

### VirtualWisdom5's key distinguishing features and USP

In any modern organisation, the performance of the applications running the business is dependent on the IT infrastructure it runs on. If critical applications are not performing as they should they slow down day-to-day operations – and affect the business itself. And in today's hybrid infrastructures, where legacy and new systems often don't communicate well with each other and compete for priority, it's becoming more and more of an issue.

VirtualWisdom5's infrastructure performance management offers something new: the ability to monitor and provision the IT infrastructure from an application performance point of view. This means that customers no longer have to over-provision to make sure they have enough capacity. Instead, by understanding how the infrastructure is performing and how different elements are managing demands, customers can manage their infrastructure without the guesswork.

That's because VirtualWisdom5 offers a truly holistic view by monitoring down the stack – rather than simply detailing what's happening at the end points. It augments traditional application performance management tools, as well as monitoring the data centre and gaining insight into trends in data growth. Rather than simply examine machine performance data which only gives one view, VirtualWisdom5 monitors these feeds and throughput through the wire for a complete view of infrastructure performance.

VirtualWisdom5 is a vendor neutral technology that monitors and correlates data across silos, which is vital as applications across the infrastructure are becoming more interconnected and impact on each other's performance. Live reports and high-level summaries mean that emerging issues can be identified and dealt with immediately, before they start to affect the infrastructure, and therefore application, performance.

What tangible impact has VirtualWisdom5 had on the market and your customers?

VirtualWisdom5 allows customers to see how applications are performing across the entire IT infrastructure. A badly performing infrastructure impacts throughout the business: from

applications and systems to employees and the service provided to customers. This is why a complete 360-degree view of infrastructure performance management is so critical.

Our customers span many different vertical markets: from healthcare and financial services to government, retail and manufacturing.

Healthcare organisations, for example, depend on real-time data to make life-saving decisions. And healthcare IT organisations bear the responsibility of ensuring that the right people have the right information when they need it. To do this, the performance and availability of the applications that support critical patient services must be guaranteed and operating at peak performance: in fact, most healthcare organisations have strict service level agreements (SLAs) to guarantee just that. This includes patient records, but goes much further. It involves the entire infrastructure and systems—from radiology systems and back-office accounting to patient care. Availability of data at all times is not just a regulatory requirement—it is essential for delivering quality care.

Every day, dozens of healthcare IT organisations use Virtual Instruments to guarantee the performance and availability of critical infrastructure and applications, and to align performance requirements to deployment decisions. The benefits include:

- The ability to proactively identify and address infrastructure problems before they affect clinical workflow
- Eliminating the risk of unplanned outages and performance slow-downs when virtualising healthcare systems
- Application performance is improved to ensure fast, reliable access to medical records
- SLA compliance is maintained
- NAS, SAN, server and storage port utilisation are optimised to avoid unnecessary purchases; with up to 50% cost savings diverted to fund strategic healthcare initiatives
- Trouble tickets are reduced by up to 80%; direct cost savings to patient care initiatives

In the financial sector, customers use VirtualWisdom5 to help to address regulatory compliance needs, improve application performance, ensure infrastructure availability, accelerate innovation, and drive down CAPEX/OPEX. The technology helps these organisations to pinpoint potential performance issues before they become problems, and enables fast, accurate mean time to



resolution (MTTR). Many large banks, brokerages, exchanges, and insurance companies have successfully deployed VirtualWisdom to optimise their physical, virtual, and cloud infrastructures.

They report that the technology helps to:

- Enhance business effectiveness by reducing downtime, improving application performance, and reducing the cost of IT services
- Improve infrastructure operational efficiency, reduce operational costs and decrease time to remediation
- Maintain a more cost-effective IT infrastructure that better aligns IT capacity and performance to the needs of the business
- Provide end-to-end, real-time performance views of the entire infrastructure

What are the major differentiators between VirtualWisdom5 and those of your primary competitors?

To gain full insight, users need an application-centric infrastructure performance management (IPM) platform which can manage and provide information about the entire infrastructure, regardless of which vendors are deployed. Many vendors provide proprietary tools but these are only measure machine data in isolation. This does not give a full picture and only gives results based on average performance. The ideal IPM solution has to be able to monitor, measure and manage the infrastructure from a vendor-neutral standpoint, at a granular level, correlating both wire and machine data

Other vendors regularly promise end-to-end monitoring in real-time, but this means different things to different people. For optimum performance management, IPM tools must be capable of monitoring systems and application performance at line speed and make sure every level of the infrastructure is covered.

VirtualWisdom5 is the only platform that reads both wire and machine data. It can show the entire infrastructure regardless of vendor, block, file or version. And its Applied Analytics tools means data that would have taken hours or even days to analyse, is actionable within minutes.

### **Supportive quotes:**

**JPS Health network storage team leader Christopher Carlton: “To date, we’ve used VirtualWisdom to find and resolve four problems before they would have eventually caused an outage. We’re using it as an additional person on our team. Once you have it, you see a big value.”**

**WM Morrisons Supermarkets head of storage Simon Close: “VirtualWisdom allows you to dig in and understand why applications are behaving as they are, and where potential problems lie... we can make strategic investments based on sound performance information.”**

### **Why nominee should win**

- **VirtualWisdom5 offers the industry’s first application-centric infrastructure performance management platform, with live reporting**
- **The technology is vendor-neutral, agentless and monitors across silos: making it much easier to see how one application impacts on the performance of another**
- **Emerging issues are highlighted for quick response across the business**
- **Performance data that would have taken hours or days to analyse is now actionable within minutes**
- **45 of the fortune top 100 organisations use VirtualWisdom5’s insight to optimise their infrastructure, and make more strategic and well-matched procurement decisions. As hybrid data centres struggle with new and legacy components, application-centric IPM is a necessity.**