Nominee: Virtual Instruments

Nomination title: VirtualWisdom 5.4

• What are your product's/solution's key distinguishing features and/or USP?

Hybrid datacentre adoption has resulted in increased complexity, incompatibility between new and legacy systems, knee-jerk overprovisioning, and lack of visibility and understanding as to how the various components and business-critical applications of the IT infrastructure correlate and affect performance. This understanding is vital if enterprises are to embrace digital transformation and organisational agility, as well as proactively mitigate latency issues, slow downs and outages.

Solving these challenges is what Virtual Instruments uniquely offers, with 45 of the Fortune 100 already utilising its flagship vendor-neutral solution, VirtualWisdom.

Next generation VirtualWisdom 5.4 is now the industry's most comprehensive infrastructure performance monitoring and analytics platform, empowering organisations to optimally monitor and manage the performance, health and utilisation of hybrid data centres in an entirely new way: by visualising the infrastructure within the context of the application. Through holistic monitoring and intelligent provisioning of the environment via an application-centric approach to infrastructure performance management (IPM), IT teams can now map applications to the infrastructure, associate their business criticality and apply self-learning-based analytics to proactively manage the performance and cost of enterprise data centres.

VirtualWisdom 5.4 exclusively leverages wire and machine data metrics via comprehensive instrumentation across virtual server, network and storage infrastructures to deliver continuous, real-time wire-data capture. It provides vendor-independent, protocol-agnostic, non-intrusive granular insights, from compute through to storage, end to end, up the stack and across the entire IT infrastructure. Customers can manage and achieve workload and capacity optimisation while guaranteeing performance-based service level agreements (SLAs).

A poorly performing infrastructure and lack of workload behaviour understanding impacts the whole business, affecting applications, systems, employees, the service provided to customers and ultimately the brand's reputation. Traditionally, decisions around workload placement were ad-hoc and made with poor understanding of the context of the business needs or technical requirements. Now VirtualWisdom 5.4 ushers in a whole new level of intelligence to enable

workload behaviour analysis, tighter alignment in application profiles and better decision-making regarding the infrastructure supporting the applications:

1. Application Service Assurance - analytics align infrastructure performance with application requirements by easy-to-use executive and application-level dashboards

2. Workload and Capacity Optimisation - optimising end-to-end workload placement across VM, network and storage with seasonal behavior analytics

3. Problem Resolution and Avoidance - analytics enable IT teams to proactively collaborate, troubleshoot and diagnose complex performance issues, while correlating potential problem root causes

4. Scalable Instrumentation - deep wire and machine data collection with deeper visibility of software defined data centres and Hyper-converged infrastructure including VX:Rails, Nutanix, Simplivity, vSAN, ScaleIO and Netflow and expanding high fidelity wire data support for NAS and SAN to include NFS, SMB and FCoE protocols

http://www.virtualinstruments.com/virtual-wisdom/

• What tangible impact has your product/solution had on the market and your customers?

This breakthrough App-centric version of VirtualWisdom has empowered customers to know exactly how their infrastructure is performing, handle workload demands, and promptly pin point with accuracy the exact location and cause of any potential issues before they become a serious problem. These customers are no longer operating blind – the guesswork has been taken out of infrastructure management, guaranteeing performance and availability, allowing a freeing up of resources.

A recent survey* by ESG Research and Virtual Instruments highlights an increased need for application and infrastructure team collaboration in order to avoid performance problems. With its enhanced user interface, VirtualWisdom 5.4 enables IT teams to better collaborate across silos, troubleshoot and diagnose performance issues to deliver meaningful insights to a much wider scope of stakeholders (e.g application service delivery teams, applications operations teams and the line of business owners) with information presented in a higher-level view relevant to them. Typically, line-of-business (LOB) managers and application owners were misaligned with infrastructure teams in terms of the shared infrastructure intelligence needed to effectively manage costs, reduce risk and ensure mission-critical application performance.

VirtualWisdom 5.4's insights highlight the fact that the deployment of public cloud, software defined and hyperconverged infrastructures are not necessarily suitable for all workloads, as each behaves differently depending on the demands of that specific environment.

These tangible benefits apply to Virtual Instruments' customers in industries including healthcare, financial, retail and manufacturing. In healthcare, the delivery of quality patient care is vital, with SLAs met for regulatory requirements and applications supporting critical patient services operating at peak performance in order to make life-saving decisions. Dozens of healthcare IT organisations use Virtual Instruments to align performance requirements to deployment decisions, including SAN and NAS, server and storage port utilisation to avoid overprovisioning, with cost savings of up to 50% diverted to fund strategic healthcare initiatives. In addition, trouble tickets have been reduced by up to 80%, leading to direct costs savings towards patient care initiatives.

In the financial sector, VirtualWisdom improves application performance, assures infrastructure availability and regulatory compliance; drives down CapEx and OpEx; enables more innovation, and optimises physical, virtual, and cloud infrastructures. The VirtualWisdom5.4 platform maintains a more cost-effective IT infrastructure that better aligns IT capacity and performance to the needs of the business.

*http://www.esg-global.com

• What are the major differentiators between your product/solution and those of your primary competitors?

With the overwhelming scale and complexity of the hybrid, multi-vendor environment today, traditional, silo-centric monitoring tools have only limited visibility, unable to deliver big-picture insights and understanding of how applications and their business value relate to the underlying infrastructure, which is vital to proactively preventing mission-critical application outages and slowdowns.

Many vendors provide proprietary tools but these only measure data from their own systems, providing results based on rolled-up averages. IPM tools must be capable of monitoring systems and application performance at line speed and make sure every level of the infrastructure is

covered. VirtualWisdom 5.4 is the only platform that monitors, measures and manages the entire infrastructure at a granular level, at line speed (in true real-time), regardless of vendor, block, file or version, correlating both wire and machine data and further differentiates as it does this from the perspective of the all-important application.

VirtualWisdom 5.4's Applied Analytics tools means data that would have taken hours or even days to analyse, is actionable within minutes. The new solution signals the beginning of the app-centric IPM era by establishing this technology as the best approach to managing the next generation data centre.

SUPPORTIVE QUOTES:

"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."

Simon Close, Head of storage, WM Morrisons Supermarkets

"The instrumentation of IT infrastructure has proven benefits in performance management, system utilisation, and a more transparent and collaborative relationship between IT and the business units. With insight at the application level, IT decision makers have the granular and objective information they need for correct and timely decisions. Without such data, they are effectively flying blind."

Nick Sundby, Consulting Director, IDC European Storage Group

"Where Virtual Instruments has been so incredibly helpful to us is pre-emptively rather than reactively finding where you are going to have issues. We have moved light years since we started working with VI."

Alastair Lukies, Co-Founder & Strategic Advisor, Monitise

"I could not speak more highly about the sales team, support team, or executive team at Virtual Instruments. They build trust and are devoted to our success, making the adoption curve much shorter."

Dan Spurling, Director Of IT Platform Engineering And Operations, T Moblie

"VirtualWisdom will dramatically increase the breadth of visibility we have into our SAN, while reducing both the complexity and cost of traditional hardware-based instrumentation."

Joe Hollewa, Senior Manager Of Cloud Operations, PLEX

"If you can't validate storage technology before it's deployed into production, then you are flying blind."

Julia Palmer, Performance Engineering Manager, Go Daddy

"VI's time to detection and resolution is incredibly valuable. I don't want to understate that. The level of detail that we can get - there is just no other product out there that I'm aware of that can give us that granularity."

Steve Atrosh, Lead Operations And Engineering, Microsoft

"With VirtualWisdom in our environment we were able to tune and optimize overall SAN performance and improve IO response time by 50%."

Josh Morton, VP Of Enterprise IT Services, Sprint

"After using Virtual Instruments, we can provide the needed assurance to our business customers that we are meeting their performance expectations."

Brian Walker, Principal Architect, Cloud Solutions, General Electric

"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."

Christopher Carlton, Storage team leader, JPS Health network

"Because the VirtualWisdom platform monitors the SAN infrastructure, SAN switches, and our virtualised environment, we are able to correlate all those different pieces, put that data together, and come up with a better view of what is happening within that entire infrastructure."

Kevin Anderson, Director Of IT, CGH Medical Center

Why nominee should win

VirtualWisdom 5.4 App-centric IPM solution:

• **is unique in guaranteeing the performance of mission-critical applications and SLAs, vital to ensuring business continuity with the agility to scale, evolve and innovate as the market requires**

• **provides unprecedented infrastructure visibility across the entire data centre, with new executive-level dashboards and App-centric analytics, it enables application service assurance, workload and capacity optimisation and accelerated problem resolution**

• **is an agentless technology which monitors across silos, sending alerts to pin-point latency issues or 'noisy neighbours' (how applications impact on the performance of others), with problem resolution and avoidance – delivered in minutes instead of hours or days**