\\\\irtana | Case Study

CSI leverages an AI-powered multi-cloud insights platform to begin an efficient migration to the cloud

ABOUT

Industry
IT service management

Headquarters
Paducah, KY, USA

OBJECTIVE

Take a measured public cloud migration approach to avoid unexpected costs and performance problems

RESULTS

Multi-cloud insights that enable smooth and efficient hybrid cloud migration

## ABOUT Computer Services, Inc. (CSI)

Computer Services, Inc. (CSI) delivers innovative financial technology and regulatory compliance solutions to financial institutions and corporate customers across the nation. Through a combination of expert service, cutting-edge technology and a customer-first mentality, CSI excels at driving businesses forward in a rapidly changing industry. CSI's expertise and commitment to authentic partnerships has resulted in the company's inclusion in such top industry-wide rankings as the FinTech 100, American Banker's Best Fintechs to Work For, and MSPmentor Top 501 Global Managed Service Providers List.

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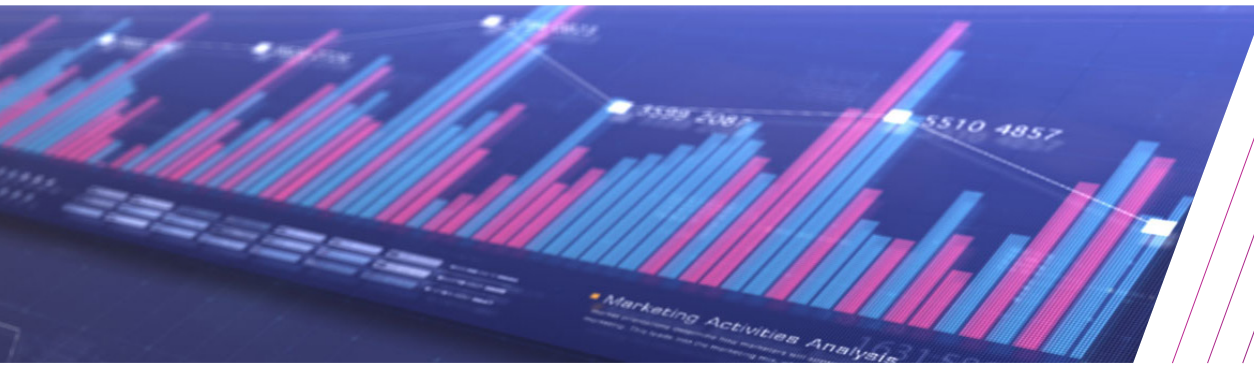
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THE CHALLENGE:

Migrate smartly to a hybrid-cloud environment

CSI had plans to run in a hybrid-cloud environment, but wanted to take a measured approach to moving to the public cloud. They needed to understand which workloads to migrate and how to avoid unexpected costs and performance degradation once their workloads were operating in the cloud. "Some companies are realizing that the resources needed to run in the public cloud are excessive, or beyond what they thought," said David Malcom, Vice President, Infrastructure Management at CSI. "It has caused many to repatriate data." This was an expensive and disruptive fate the company wanted to avoid. At the same time, they were experiencing intermittent multi-second delays occurring through their storage fabric that were proving difficult to track down.

THE SOLUTION:

Virtana Platform Workload Placement and Infrastructure Performance Management

Through its partnership with Dell EMC, CSI was introduced to Virtana Platform's Workload Placement, which enables smarter planning of any-to-any migrations with better decisions about workload priorities, groups, and deployments. Malcom noted, "In seeing the capabilities of the Virtana Platform, we really are interested in the solution in providing visibility so we can proactively determine the cost of moving workloads to the public cloud." They leveraged Virtana Infrastructure Performance Management (IPM), the platform's AI-powered monitoring, analytics, and automation product that combines massive ingest of wire, machine, and ecosystem data with advanced analytics to proactively optimize the performance.
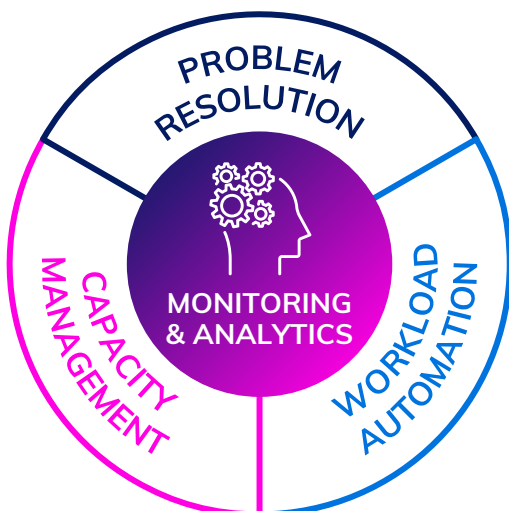
RESULTS:

Informed, confident migration to the public cloud with "everywhere visibility"

Virtana provided CSI with a one-two punch. Virtana Workload Placement allows CSI to take a "know before you go" approach to migration, to understand which workloads to migrate and how to avoid unexpected costs and performance degradation once their workloads are operating in the cloud. And, almost immediately after implementation, Virtana IPM tracked down the root cause of CSI's intermittent problem to a piece of hardware in their storage fabric that had not completely failed but was degrading. CSI now has confidence that everything in their data center, as well as all the workloads migrated to the public cloud, will continue to run as expected.

Added Malcom, "We've been able to avoid some of the problems that a lot of our peer companies are dealing with in terms of moving workloads to the public cloud. We've avoided all of those kinds of challenges thus far, probably because we've been intentionally slower in cloud migration."

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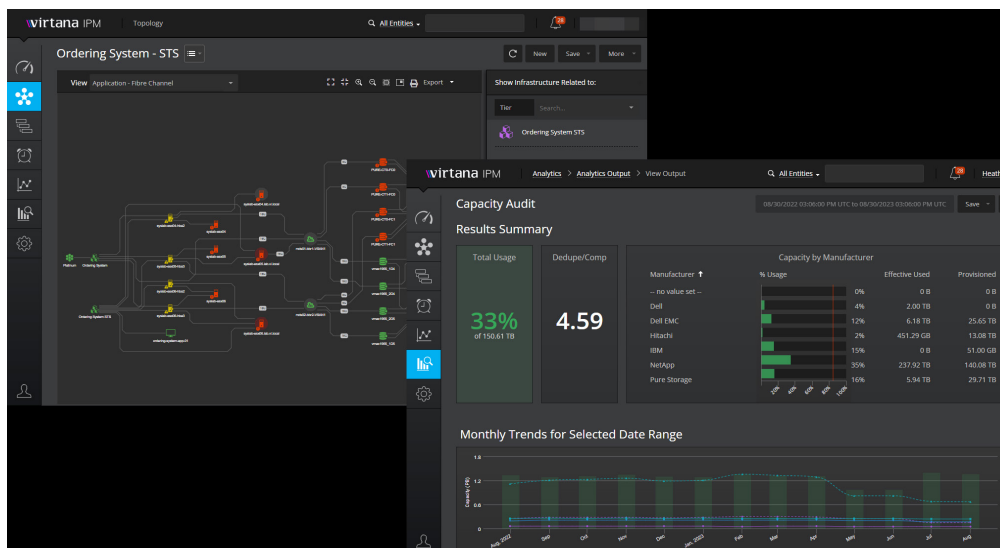
Leverage powerful AI-based analytics to radically simplify problem remediation.