

## Virtana Service



“Virtana has been instrumental in helping us evaluate new technologies in a timely and economic manner”

David Burman,  
CVP Infrastructure

## Application-centric Infrastructure Performance Mgmt

Enterprise IT infrastructure can be expensive, costly to maintain, and often difficult to scale. IT architects don't have a simple, proven method of determining the optimal infrastructure required to support their various application workloads, nor do they have a uniform basis for understanding how the underlying infrastructure is performing once it is deployed. What is needed is an end-to-end, authoritative understanding of performance, health and utilization of the infrastructure from the Virtual Machine, across the switching network, to the storage array, from the perspective of the application.

For customers who prefer a services-only engagement, Virtana offers comprehensive infrastructure monitoring, optimization, and workload performance validation services that address these key challenges.

### Our Mission

Virtana enables IT organizations to optimize the performance, availability and cost of the infrastructure that services their enterprise applications.

## The Virtana Services Solutions

VirtualWisdom® is the industry's leading platform for Application-centric Infrastructure Performance Mgmt (App-centric IPM). It empowers data center operations professionals to deliver on the complex requirements of their diverse set of applications. Used by our Professional Services team, VirtualWisdom-based services provide insights into the performance, availability and utilization of the end-to-end server to storage infrastructure—across physical, virtual and cloud environments. It intelligently correlates and analyzes an unmatched breadth and depth of data, transforming it into answers and actionable insights.

To complement VirtualWisdom, our WorkloadWisdom® Enterprise-based services empower storage engineers and architects with the essential insights needed to optimize costs and assure storage infrastructure performance in the planning stage of new deployments.

The services solution is comprised of workload analysis, workload modeling, and workload generation products that provide unparalleled insight into the relationship between workload behavior and storage performance. WorkloadWisdom Enterprise-based services enable intelligent storage purchasing and deployment decisions, providing the essential data to confidently evolve your infrastructure with the most innovative storage technologies such as flash, hybrid, cloud, software defined and converged offerings.

Storage admins and IT managers must never forget how to tune storage systems, and must have the instrumentation available to prove that the systems are making the correct decisions as directed by the policies and service requirements. As automation and virtualization increases, organizations will need to invest more in monitoring to verify the correct operation of the storage infrastructure.

Valdis Filks  
Analyst  
Gartner

## Services Offering

### Infrastructure Performance Assessment (IPA)

The IPA is a comprehensive Services engagement designed to reveal and provide an assessment of the health, utilization and performance of the end-to-end virtualized host and SAN or NAS environment.

We perform a 1 - 2 week non-disruptive, agentless data collection, and analyze the results, to make recommendations to improve the performance, utilization, and availability of your legacy environment BEFORE you migrate or consolidate your data or make other potentially disruptive changes. Capabilities and benefits:

- Identifies performance and behavior anomalies and potential trouble spots
- Characterizes existing and potential SAN/NAS and virtualized infrastructure issues by comparison to best practices
- Identifies over-provisioned links and sub-optimal network configurations
- Exposes I/O-related performance problems before they impact an application
- Proposes infrastructure balancing and utilization improvements

### Storage Performance Validation and Testing

Our goal is to help storage engineers, architects and managers confidently answer two important questions:

1) How will my proposed storage infrastructure perform in production and 2) How can I design the most cost-effective storage infrastructure for my specific application workloads? Our storage infrastructure experts will assist you with the following capabilities to help you to make optimal storage decisions with the least risk:

- Assists you to evaluate the kinds of testing and where they best apply
- Builds the most useful I/O profiles or application models for your environment
- Models the future production workload (as-is or greenfield), including limits testing
- Applies simulated workloads to the storage systems that you want to evaluate, run tests and analyze results for errors and accuracy
- Iterates on workload parameters for headroom tests
- Analyzes and compares results for latency, throughput, IOPS, etc.

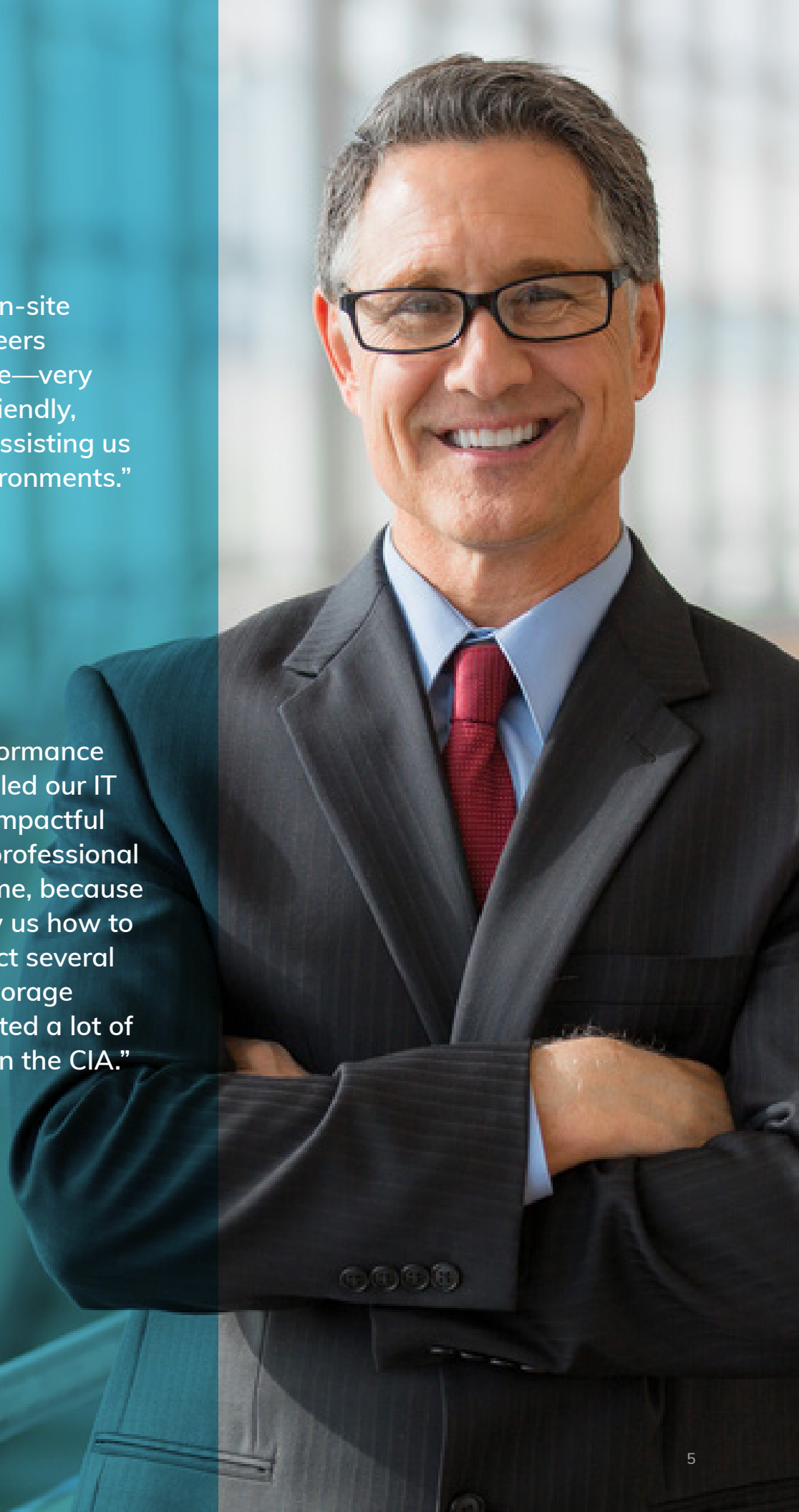


“Virtana has provided on-site capabilities with engineers who are second to none—very knowledgeable, very friendly, and very engaging in assisting us in deploying these environments.”

Lief Morin  
President  
Key Information Systems

“The Infrastructure Performance Assessment (IPA) enabled our IT team to make several impactful changes. The Virtana professional service team is awesome, because they were able to show us how to troubleshoot and correct several issues in our VM and storage environments. We created a lot of change tickets based on the CIA.”

Greg Arnerich  
Senior Data Center Engineer  
Insight Enterprises



## SOS Emergency Services

When 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, Virtana infrastructure experts can respond immediately to the event by working with you to assess the situation, and rapidly delivering the expert staff and tools required to discover the issues that are affecting your service delivery levels. Capabilities and benefits:

- Quickly identifies any SAN/ NAS or virtual infrastructure performance or availability issues; reduces typical troubleshooting time from weeks and months to hours or days
- Reduces risk by identifying evolving issues before they become problems that impact the infrastructure or application

## VI Managed Services (VIMS)

The Virtana Managed Services program is a subscription-based, remote-enabled, outcome-based service empowering data center owners to achieve maximum near-term financial benefits from the optimization of infrastructure resources while improving availability and maximizing application performance.

- Capabilities and benefits:
- Monthly Health, Utilization and Performance Reports
- Proactive Notification Management
- Urgent Incident Response Sessions
- Augments your existing knowledge and staff
- Improves performance and availability of mission critical apps
- Speeds resolution of SLA-impacting issues

## How to Engage with Virtana

Virtana delivers product and services solutions to a wide variety of customers in virtually every industry. Many customers choose to engage in a purely services-based relationship and if you fit that description, call us to discuss the Virtana services that best fit your needs.



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VirtualWisdom



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