

VirtualWisdom Quickly Diagnoses DMS Performance Issues That Had Stymied a Global Law Firm

About

Industry

International law firm

Challenge

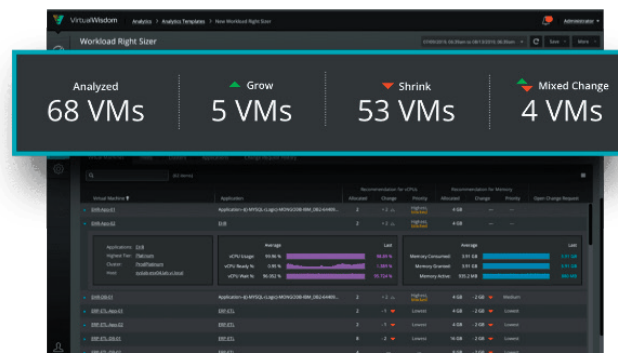
A hard-to-detect infrastructure issue was creating business-impacting performance problems

Results

VirtualWisdom quickly identified the problem and the needed solution

THE CHALLENGE: Undiagnosable DMS performance issues were affecting legal work

Document management systems (DMS) are the lifeblood of any law firm, as legal documents must be accessed, assessed, and distributed to clients, associates, and other branches in a timely fashion. An international law firm with thousands of lawyers in a couple dozen branches worldwide was experiencing performance problems with its DMS, a massive deployment of 39 hosts in a cluster. The application was experiencing long read and write times at the global production data center as well as the backup data center. The application owners said that they couldn't meet their SLAs because the systems were unable to meet the vendor's throughput requirements. As a result, lawyers were not able to get timely access to critical scanned, indexed documents which delayed cases and billing. After three months of unsuccessful troubleshooting, the team was no closer to resolving the problem.

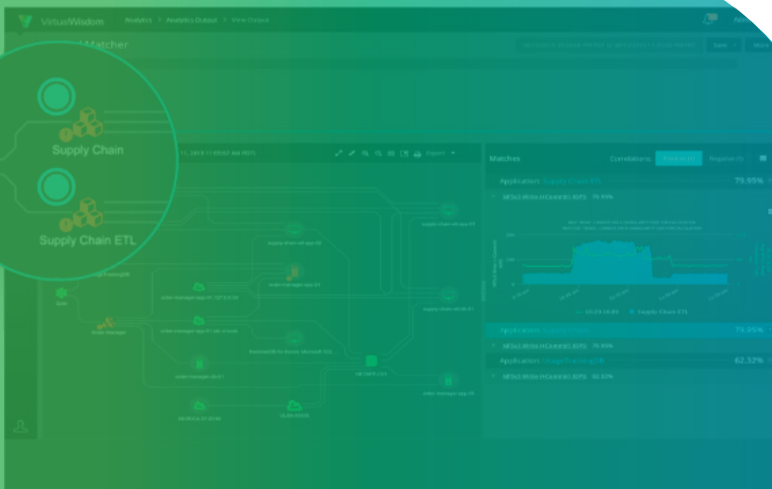


THE SOLUTION: VirtualWisdom for AI-based analytics to radically simplify problem remediation

The firm brought in VirtualWisdom, the industry's only AI-powered monitoring, analytics, and automation solution for precision observability across the hybrid infrastructure. With VirtualWisdom, they were able to diagnose the problem in just one week. The problem was several bottlenecks in their compute, SAN, and storage environment that contributed to their poor performance and exacerbated performance problems of all their other applications. Specifically, the performance configuration settings of the compute environment were set too high. There was not enough bandwidth bridging the storage and compute environments, so the storage array hit a performance wall and couldn't meet the application's needs.

ONGOING BENEFITS: Proactive monitoring and application rightsizing

Now that the law firm has resolved its DMS performance problems, it continues to benefit from VirtualWisdom. With better visibility, they can make more efficient use of existing hardware. Additionally, the team can identify issues and proactively bring them to the business instead of the business bringing problems to them—and with faster analysis time and reduced MTTR, they can resolve those problems much more quickly.



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