

Assure Your Service Levels with Virtana Infrastructure Performance Management (IPM)

Today's Global Systems Integrators must ensure their clients' critical IT infrastructure runs efficiently. Missing Service Level Agreements can result in severe financial impact in the form of financial penalties, service credits and reimbursements, and license extension or additional support. Virtana's Infrastructure Performance Management (IPM) prevents the outages that lead to missing SLA requirements and loss of revenue that results.



Virtana IPM Solution for GSI SLA Adherence

You're on the hook to ensure that your clients' critical IT infrastructure runs efficiently. If something goes wrong anywhere in their environment, tracking down the problem can be difficult due to the complexity and massive scale of today's hybrid infrastructure, leading to lengthy and messy war room meetings that consume your valuable resources. The longer it takes to fix the issue, the greater the risk of incurring significant SLA penalties and damaging client relationships. To reduce this risk, you need to extend visibility and control across compute, storage, and network environments. By partnering with Virtana, the industry leader in Infrastructure Performance Management, you can make that happen.

Virtana IPM empowers you with rapid insights and actionable guidance on an issue's root cause. Once resolved, you can use Virtana IPM to ensure that your clients' applications perform at peak efficiency, using proactive analyses and alarms based on custom conditions. You'll achieve dramatically faster Mean Time to Resolution (MTTR), maintain SLAs, drive improved performance, and keep your valuable employees and resources focused on crucial initiatives.



Start with a Virtana Critical Infrastructure Assessment (CIA)

The Critical Infrastructure Assessment is a comprehensive engagement designed to assess the health, utilization, and infrastructure of the end-to-end compute, network, and storage infrastructure. We collect data from the environment using our agentless platform for observability, analyze the results, and provide a detailed report that reveals existing issues and provides recommendations for remediation, improvement, and optimization.

The CIA service is delivered by Virtana's experts - the world's most experienced infrastructure performance analysts.

Now keep your infrastructure operating at optimal performance

Once your Critical Infrastructure Assessment is complete, you can start using Virtana IPM to continue monitoring and optimizing your critical infrastructure to ensure that you can meet your Service Level Agreements.

Virtana IPM delivers the critical management capabilities, based on artificial intelligence and machine learning, that you need to proactively manage your hybrid infrastructure, prevent outages, and eliminate the financial impact from missing SLAs.

Need emergency help right now?

Is your IT infrastructure experiencing a serious outage, degradation or service, or an unpredictable anomaly that is disrupting the required level of service? Have you struggled to identify the root cause and are incurring significant financial impact due to missed SLAs? Our experts will respond immediately to assess the situation and rapidly deliver the expertise and tools to identify the root cause and remediate the issue. Virtana can reduce troubleshooting time to hours - time from 1st call to MTTR is typically 24 to 48 hours.

Our vendor-agnostic approach provides an unbiased view of performance issues, eliminating finger pointing between infrastructure teams and vendors.

Benefits for Global Systems Integrators

- Stop the outages in critical infrastructure.
- Avoid additional costs incurred resolving issues.
- Protect your margins and improve profitability.
- Ensure client retention and renewals.
- Position your brand as an agile IT leader.
- Increase productivity and improve processes.



Virtana dashboards and analytics provide visibility and insight

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We just can't have a system down or even slow. Our success is measured by 24x7 real time access to our applications.

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Chief Architect, Global Technology Services Partner