

LB-systems Drives Data Center Performance Excellence with Virtana IPM



ABOUT

Industry
Technology

Headquarters
Vienna, Austria, EU



CHALLENGE

Numerous infrastructure monitoring tools for on-premises environments with inadequate data depth.



RESULTS

A single platform that reduces MTTR by 95% and increases client productivity.

ABOUT LB-systems

For nearly four decades, LB-systems has been a leading force in data center performance and availability. Their unwavering commitment to data-driven solutions, their prioritization of independent testing, and their in-depth technical expertise sets them apart from other MSPs in this space. This dedication has earned them a reputation for excellence and fostered strong partnerships with industry leaders.

LB-systems leverages industry standards to create scalable solutions that evolve alongside their clients' growing needs. Their core competencies are clear and consistently rank among the best in the industry. They deliver simple, cost-effective, and secure solutions and always put customer satisfaction first. Their unique and highly-praised professional services ensure clients receive the expertise they deserve.

LB-systems boasts an impressive portfolio of top references, a testament to their commitment to continuous development and innovation. This dedication to excellence positions them perfectly to deliver exceptional results through their partnership with Virtana.



LB-systems

“
We find this partnership mutually beneficial. We can use Virtana IPM to give us the data we need to leverage our extensive data center expertise to create customized action plans for clients.
”

Philipp Maurer,
Head of Data Center Solutions and Key Account Manager



THE CHALLENGE:

Too Many Tools with Limited Visibility into Client Environments

LB-systems has a strong reputation for ensuring their customers' data center investments operate at peak performance. With a client base spanning healthcare, energy, finance, manufacturing, and retail sectors, LB-systems needed a robust solution to address the diverse needs of their customers. Historically, LB-systems relied on multiple monitoring tools that offered limited visibility, provided incomplete data, and often generated false positives, complicating the identification and resolution of issues within data centers.

As experts in storage and SAN systems and partners with major technology providers like Pure Storage, Brocade, VMware, and Hitachi, LB-systems required a comprehensive, reliable performance monitoring solution that integrated with all those systems. Their goal was to maintain a stable, optimized environment

for their clients, all while minimizing errors, maximizing uptime, and maintaining SLAs.



THE SOLUTION:

A Single Platform with End-to-End Visibility

Recognizing the need for a more robust and comprehensive solution, LB-systems forged a partnership with Virtana over 12 years ago. They integrated Virtana's Infrastructure Performance Management (IPM) technology into their service offerings, leveraging its end-to-end visibility capabilities across storage, virtual environments, and SAN systems. This partnership allowed LB-systems to enhance their consulting and managed services offerings, providing unparalleled insights into their customers' data center operations.

"Other vendors provide basic metrics from the host, VM, or storage side," says Philipp Maurer, LB-systems Head of Data Center Solutions and Key Account Manager. "Virtana gathers data from the SAN side, which sees both directions. This is a unique feature. IPM has the connection to VMs and storage systems, which is powerful because Virtana can provide advanced

analytics capabilities that make life easier for us and simplify operations for our clients."

The Virtana platform also gets data from the connected devices that provide insights into the health, utilization, and performance of the entire infrastructure, which presents a relationship-centric view of the data. By combining compute resource utilization with storage performance and health information, users can quickly identify when events occurring in the infrastructure are related or are symptoms of another problem. Those insights allow Virtana customers to quickly identify the heart of the problem and avoid any false leads that delay mean-time-to-resolution (MTTR). This data also provides organizations with the information they need to make better decisions in how they manage their hybrid environments, assisting with infrastructure changes, updates, refreshes, scaling, and more.



LB-systems implemented a structured approach using Virtana IPM:

1. Quarterly health checks: Creating detailed reports on infrastructure health, performance, and utilization.
2. Targeted optimization: Identifying specific areas for improvement across host, service, and storage layers.
3. Continuous monitoring: Leveraging Virtana's unique SAN-side data collection for comprehensive analytics.
4. Customized service models: Offering both direct customer use of Virtana IPM and managed services options.

"We find this partnership mutually beneficial," continued Philipp Maurer. "We can use Virtana IPM to give us the data we need to leverage our extensive data center expertise to create customized action plans for clients."

THE RESULTS:

Lots of Happy Customers

The implementation of Virtana IPM has yielded significant benefits for LB-systems and their clients. Their methodology in conducting quarterly health and performance reports made it faster and simpler for LB-systems to guide their customers through necessary adjustments to maintain optimal infrastructure. Over time, this proactive approach reduced the frequency of these meetings, indicating a healthier, more stable environment.

Specific results include:

- A dramatic 95% reduction in Mean Time to Resolution (MTTR).
- An increase in availability and uptime by anywhere between 20% and 45%.
- Fewer CRC errors and physical errors, and a smaller buffer-to-buffer credit time zero ratio.

"We have lots of happy customers," says David Zanotti, Presales Consultant at LB-systems. "One of my favorite and notable success stories involved a customer migrating to new data centers. Using Virtana IPM, we monitored the migration process, ensuring everything ran smoothly and validating that performance metrics remained consistent post-migration. This capability to provide real-time performance verification was invaluable in maintaining customer trust and satisfaction."

In addition, LB-systems can more quickly pinpoint resource bottlenecks and recommend optimizations, ensuring clients get the most out of their data center investments. With fewer alerts and a healthier data center environment, LB-systems' clients can become more proactive themselves, focusing their time and resources on core business priorities.

FUTURE:

The partnership between Virtana and LB-systems has been a cornerstone of LB-systems' ability to deliver exceptional data center performance to some of the largest and most prestigious organizations in the DACH region, including leaders in the automotive, energy, financial services, and medical industries.

Looking ahead, LB-systems remains committed to leveraging Virtana IPM to deliver exceptional data center performance for their clients. As data center environments grow more complex, especially as more organizations move or deploy AI models and workloads on-premises, the need for comprehensive, precise performance monitoring will only increase. LB-systems and Virtana are at the forefront of these advancements, continuing to focus on on-premises and hybrid solutions, ensuring robust, secure, and optimized performance for their customers.