

Nominee: Virtual Instruments

Nomination VirtualWisdom

Key distinguishing features and USP

Most organisations rely on applications: whether it's a financial institution's transaction process, an airline's reservation system or a retail business' CRM application. But in every organisation, the performance of each application impacts on others across the infrastructure. If critical applications aren't performing as they should they slow down day-to-day operations and affect the business itself. In today's complex hybrid infrastructures, where legacy and new applications often communicate poorly with each other and compete for infrastructure resource priority, it's a growing issue. The business implications can be devastating: from website visitors shut out of online ordering systems to lost data, ultimately affecting the bottom line.

VirtualWisdom offers something new: the ability to monitor, visualise and optimise the IT infrastructure from an application performance point of view. Customers have actionable insight into how each element of the infrastructure is performing – and when there's risk of a slow-down it's quick and straightforward to see which application could be the cause. VirtualWisdom will flag, for example, if a business-critical application is struggling because a marketing app is mailing a vast database. Or if a routine backup is causing vital applications to grind to a halt.

VirtualWisdom monitors the full IT stack, from VM to Array LUN or file system, unlike traditional monitoring solutions which simply detail what's happening at the end points. A holistic view augments traditional application performance management tools, while monitoring the data centre and workload behaviour. Rather than simply examining machine performance data in isolation, VirtualWisdom monitors these feeds before correlating them with comprehensive wire data for complete insight into infrastructure performance. VirtualWisdom's unprecedented level of accuracy captures detailed metrics in real-time, rather than reporting an average over time or merely polling devices every few minutes.

VirtualWisdom's vendor-neutral technology monitors and amasses information across silos, at line speed: vital as applications across the infrastructure interconnect and impact on each other's performance. Live reports and high-level summaries mean that emerging issues are identified and dealt with immediately, before they affect the infrastructure, application performance and end users.

VirtualWisdom's impact on the market and customers?

VirtualWisdom's 500+ customers monitor application performance across the entire IT infrastructure. With poor performance and latency impacting throughout the business, from applications and systems to employees and customer service, a complete 360-degree real-time view of infrastructure performance management is critical.

VirtualWisdom customers span vital vertical markets: from healthcare and financial services to government, retail and manufacturing.

Healthcare organisations, for example, depend on real-time data to make life-saving decisions. Applications supporting critical patient services must be guaranteed and operate at peak performance. This includes patient records, but goes much further. It involves the entire infrastructure from radiology systems and back-office accounting to patient care. Availability of data at all times is not just a regulatory requirement—it is essential for delivering quality care.

Every day, dozens of healthcare IT organisations use VirtualWisdom to guarantee the performance and availability of critical infrastructure and applications, and to align performance requirements to deployment decisions. The benefits include:

- **The ability to proactively identify and address infrastructure problems before they affect clinical workflow**
- **Eliminating the risk of unplanned outages and performance slow-downs when virtualising healthcare systems**
- **Improved application performance for fast, reliable access to medical records and imaging systems**
- **Maintained SLA compliance**
- **Optimised NAS, SAN, server and storage port utilisation to avoid unnecessary purchases; with up to 50% cost savings diverted to fund strategic healthcare initiatives**
- **Trouble tickets reduced by up to 80%; a direct cost saving to patient care initiatives**

In the financial sector, customers use VirtualWisdom to address regulatory compliance needs, assure financial transactions, improve application performance, ensure infrastructure availability, accelerate innovation, and drive down CAPEX/OPEX. The technology pinpoints potential performance issues before they escalate, and enables fast, accurate mean time to resolution (MTTR). Dozens of large banks, brokerages, exchanges, and insurance companies have successfully deployed VirtualWisdom to optimise their physical, virtual, and cloud infrastructures.

They report the technology helps to:

- Enhance business effectiveness by reducing downtime, improving application performance, and reducing IT costs
- Improve infrastructure operational efficiency, reduce operational costs and decrease time to remediation
- Maintain a more cost-effective IT infrastructure that better aligns IT capacity and performance to the needs of the business
- Provide end-to-end, real-time performance views of the entire infrastructure

Major differentiators between VirtualWisdom and primary competitors

To gain full insight, users need an application-centric infrastructure performance management (IPM) platform which can manage and provide information about the entire infrastructure, regardless of which vendors are deployed. Many vendors provide proprietary tools but these only measure machine data in isolation. This provides an incomplete picture, with results only based on averaged I/O performance. The ideal IPM solution monitors, measures and manages the infrastructure from a vendor-neutral standpoint, at a granular level, correlating both real-time wire and machine data.

Other vendors often claim end-to-end monitoring in real-time, but this means different things to different people. One minute visibility or even a few seconds of visibility is unacceptable for most business critical financial applications. For optimum performance management, IPM tools must be capable of monitoring systems and application performance at line speed (milliseconds) and make sure every level of the infrastructure is covered.

VirtualWisdom is the only platform that reads both wire and machine data. It shows the entire infrastructure regardless of vendor, block, file or version. And its applied analytics tools mean data that would have taken hours or even days to analyse, is actionable within minutes. Advanced, easy-to-use analytics are fundamental to VirtualWisdom.

Supportive quotes:

JPS Health network storage team leader Christopher Carlton: “To date, we’ve used VirtualWisdom to find and resolve four problems before they would have eventually caused an outage. We’re using it as an additional person on our team. Once you have it, you see a big value.”

WM Morrisons Supermarkets head of storage Simon Close: “VirtualWisdom allows you to dig in and understand why applications are behaving as they are, and where potential problems lie... we can make strategic investments based on sound performance information.”

Why nominee should win

- VirtualWisdom offers the industry’s first application-centric infrastructure performance management platform, with live analytics and reporting
- The technology is vendor-neutral, agentless and monitors across silos: making it easier to see how one application impacts the performance of another
- Emerging issues are highlighted for quick response across the business
- Performance data that would have taken hours or days to analyse is now actionable within minutes
- 45 of the fortune top 100 organisations use VirtualWisdom’s insight to optimise their infrastructure, and make more strategic and well-matched procurement decisions. As hybrid data centres struggle with new and legacy components, application-centric IPM is a necessity.