



Getronics uses Foglight® to Gain Visibility into Business-Critical Systems, Increasing Uptime to 99.8%

Getronics is a leading international provider of information and communication technology (ICT) services and solutions. As a managed services provider, the company works with international clients to administer their network and desktop operating systems. Therefore, Getronics' IT organization is responsible for ensuring that the systems used by the company to deliver services are operational, highly available and high-performing. And when new functionalities are introduced, the IT organization ensures that the updates move into the service delivery operations environment seamlessly and consistently.

Several years ago, Getronics decided to consolidate its legacy infrastructure into a common global service delivery solution based on PeopleSoft CRM. However, Microsoft Operations Manager did not provide sufficient insight into the PeopleSoft application resources. IT staff was not able to respond to issues quickly or to anticipate and prevent performance problems, so system availability did not support the business requirement to meet established client SLAs. Getronics needed a solution to help IT staff quickly discover, diagnose, and resolve problems in order to significantly improve system availability.

The Challenge

Getronics commits to provide 24x7 availability to its clients, with application downtime permitted only during a weekly maintenance window. But three years ago, system availability was well below acceptable operational goals, in large part because finding the source of problems required lengthy analysis.

"When problems occurred in our production environment, whether they were related to infrastructure, applications, design, or user error, we had very little visibility into the root cause of the problems," explained David Noke, Getronics Director of Global Service Delivery Systems Quality Assurance.

The company's existing tools simply did not suffice, no matter how hard the IT staff tried to work with them. "The staff that was responsible for supporting our production environment was really under a lot of pressure, trying to develop home-grown tools and leverage the Microsoft tool in places where it just wasn't possible," said Noke.

Getronics realized a better solution was needed, "With a lot of feedback from the infrastructure teams, we realized we had to find some tools that would help us get to the root cause." And the solution needed to be robust enough to monitor a large infrastructure that supports hundreds of clients and hundreds of thousands of transactions per month.

The Quest Solution

To help maximize application performance and availability, Getronics selected Foglight®, an application management solution that provides proactive monitoring and real-time diagnostics from end user to database. With Foglight for Peoplesoft and SQL Server in place, Getronics now boasts a 99.8% system availability, mainly because the company can now more quickly discover, diagnose, and resolve problems.

As Noke explained, "We realized we could benefit from integration of Quest's Foglight solution with our PeopleSoft Customer Relationship Management (CRM) application to allow us to look at things like Java, virtual memory, connection thread, and all of the application items that can constrain the performance of an application, but really require a view into the application architecture to help you determine what's going on through analysis, trending, and similar tasks."

Foglight also helps Getronics identify and correct performance issues early, before they affect users. "We now have proactive monitoring," Noke added. "When we start to see indications that problems might occur, we can address those during the next maintenance window. Or, we can take the offending server offline and repair it before it contaminates the rest of the environment."

And Foglight provides the reporting the company needs to track its performance. "We now have Foglight running constantly, capturing data that we can use with management reporting," said Noke. "We have dashboard-level summary information that we extract from Foglight and that management sees on a weekly basis."

Overview

"It's not just that Foglight has made the lives of the IT staff better, but the internal users of the system are much more satisfied. We've been able to scale up the number of users on our system from hundreds to thousands, and support hundreds of clients—instead of tens of clients—with a much better availability record."

—David Noke,
Getronics Director of Global Service
Delivery Systems Quality Assurance

Headquarters

Amsterdam, the Netherlands

Services

Information and Communication
Technology Services and Solutions

Critical Needs

- Increase uptime to acceptable levels defined by Service Level Agreements (SLAs)
- Achieve significant visibility into the application environment
- Reduce response time to issues, ensuring that critical service level agreements are met

Solution

- Foglight
- Quest Professional Services

Results

- Increased uptime to 99.8%
- Improved visibility into the application environment
- Reduced issue response time, and boosted user satisfaction
- Expanded number of system users from hundreds to thousands
- Increased number of clients supported by the system from tens to hundreds, with better availability

Finally, Quest Professional Services makes installing and using Foglight easy. “We worked with Quest Professional Services to help us get the initial deployment done,” said Noke. “We brought some Quest technical folks in to help us through the installation, initial configuration, and on-site support. Then, as we expanded the scope of the team, we leveraged Quest training for the administration of the tools, how to generate reports, and then for some user training on how to analyze the data coming out of Foglight. We’ve leveraged both training and consulting services from Quest Professional Services over the course of three years. Quest was very flexible with us; they allowed us to have multiple people on the same session, so it was very cost effective.”

The Bottom Line

With Foglight helping its IT staff quickly identify and solve problems, Getronics has seen system availability climb to a stunning 99.8 percent. “The business interruptions that we were incurring were significantly impacting service delivery,” explained Noke. “With Foglight, we’re resolving issues within a 15-minute window. Even more importantly, we’re now avoiding a lot of these issues altogether.”

Noke quantified the results this way: “Our clients have confidence in our ability to deliver systems that support their business needs. We’ve been able to scale up the number of users on our system from hundreds to thousands, and support hundreds of clients—instead of tens of clients—with a much better availability record.”

Foglight not only helps Getronics quickly resolve problems that occur; it helps the company anticipate and avoid problems, and to plan for the future. “We use Foglight to help us assess future capacity constraints,” said Noke. “Quest helps us determine where we might experience resource bottlenecks.”

Foglight provides views down to the component level in the application environment. “Quest gave us visibility that we didn’t have before,” said Noke. “And started us on the road to optimization in terms of the application itself, considering the need to re-write queries, eliminate blocking on certain tables, and adding indexes. All of those things were conclusions that we came to after Foglight pointed us in the right direction.”

Noke credits Foglight and Quest Professional Services for Getronics’ success story. “There’s no way we could be where we are today, in terms of business confidence, without having brought Foglight into play,” said Noke. “And, it wasn’t just the tools we leveraged; it was the professional services team.”

About Getronics

Getronics is a leading international provider of information and communication technology (ICT) services and solutions. Applying its expertise in workspace management, applications, and consulting and transformation services, Getronics helps organizations raise their performance and increase the productivity of their people by providing them with the ability to share information and to work together efficiently, securely, and effectively, wherever and whenever they need. Getronics is a subsidiary of KPN ICT Services with headquarters in Amsterdam. For further information about Getronics, visit www.getronics.com.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases, and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest offers the only adaptive application and services management solution that connects business services to infrastructure, end user to database, and production to development to unify IT and the business. Quest Software can be found in offices around the globe and at www.quest.com.

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Headquarters: 5 Polaris Way, Aliso Viejo, CA 92656, USA

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