

# Customer Spotlight: Union Solutions Keeps Its Customers' Services Running Effectively With eG Enterprise.



**eG Enterprise software enables end-to-end performance monitoring of key business services in virtual infrastructures, automates troubleshooting and provides comprehensive service reporting.**



## Company Overview

Union Solutions is a UK integrator of IT infrastructure. The company manages programs of technical change that enables customers to reduce cost, improve service and manage risk.

Union has developed a FIT4Cloud service that prepares organisations to exploit the cloud by means of consolidation, virtualization and automation. In order to develop strategies, build solutions and deliver cloud services in harmony with business demands Union's unique Competitive Edge execution process combines people, process and technology.

Union's vision of tomorrow's datacentre is one that is completely virtualized, totally dynamic and entirely service oriented. A datacentre service that transcends physical boundaries.

Union has established strategic partnerships with industry leaders including Cisco, EMC, HP, Symantec, Quantum, NetApp and VMware, plus an eco-system of enablers.

Headquartered in Surrey, Union also has premises in London, Kent and Hampshire.

For more information, visit the company's website at [www.unionsolutions.co.uk](http://www.unionsolutions.co.uk).

*Using eG Enterprise, Union Solutions provides a 24x7 complete find-and-fix managed service for virtual machines and storage infrastructure at customer's production and DR facilities. Union's expert team of technicians monitor customers' environment from their Kent based datacentre NOC and provide root cause analysis and fault fixing expertise both remotely and on-site as required. This includes SLA reporting and technical documentation management.*

**The Challenge: To monitor the virtual platform and the critical application components, storage and network devices through a single pane-of-glass so that problems can be immediately diagnosed and fixed in the shortest possible time.**

Over the last few years almost every organization, regardless of size, has achieved major benefits from virtualization, ranging from lower costs to improved business flexibility and service resilience.

Union Solutions has built a strong business on providing clients with the virtualized solutions they need in their IT infrastructures. This typically involves integrating hardware and software components from leading companies, such as HP, VMware, EMC and Cisco. Union provides tailored solutions that ensure the optimum delivery and performance for each customer project.

However, despite all the obvious benefits of virtualization, an area that is challenging is business service monitoring and management – the virtual platform itself introduces another tier into already complex multi-tier services, with new dependencies between the virtual servers and the physical hosts.

Union's customers needed a high-quality managed service to ensure that problems could be identified, diagnosed and resolved speedily and with minimum business impact.

## eG Enterprise Provides The Answer

Union Solutions selected eG Enterprise for its broad coverage of heterogeneous physical and virtual IT infrastructures. Out of the box, eG Enterprise monitors 7 different virtual platforms, 10 different Operating Systems, more than 120 application and storage components, as well as any SNMP-capable network device. The entire application is 100% web-based and has many capabilities specifically designed for Managed Service Providers (MSPs).

Union Solutions was particularly interested in eG Enterprise's multi-tenancy capabilities that allowed them to deploy a single eG Manager console and yet be able to monitor a number of customer domains across different geographical locations. Since all the traffic in the eG architecture is based on HTTP and HTTPS, Union Solutions found the deployment to be straightforward – they did not need to open new ports on firewalls to allow the monitoring traffic through.

## Offering Flexible Managed Service Options

Union's Managed Services are typically customised to customer requirements and can take the form of either dedicated or shared resources, located remotely or locally to their infrastructure, for monitoring, management, and intervention of operational tasks relating to server, storage, and backup infrastructure services.

Service levels can be defined by performance, availability, data integrity, and commissioning response. Definitions are combined to create Service Classes which are then aligned to infrastructure services and functional areas, e.g. electronic messaging.

The ability of eG Enterprise to provide an end-to-end view of the performance of IT services, rather than just monitor the individual components, matches this business-oriented approach and is an essential foundation for Union's service delivery.

## Reducing Unplanned Outage Durations

eG Enterprise is an intelligent solution which guides an administrator straight to the source of the problem, and enables them to quickly fix it, thereby saving time and effort for Union's valuable technical resources and also getting the customer's service back to full operation in the minimum time.

eG Enterprise does this by applying patented event correlation and root-cause analysis techniques across all the service components and within the layers of each of these. Within VMware this means looking at the physical host and correlating its performance with detailed metrics from each guest, even looking inside each guest to see which processes are virtual resource intensive. This way, Union can instantly identify if a rogue VM or console process is impacting other critical virtual servers.

By extending the scope of eG's monitoring to other critical components, such as EMC Clariion and NetApp storage devices, VMware's vCenter and VMware View and switches, routers, etc, Union get even faster problem resolution across a business service.

## Focusing On The Customer Every Step Of The Way

Union know that by delivering leading edge virtual server, desktop and consolidated storage solutions to their customers, the customers gain competitive edge. eG Enterprise ensures continuing optimum performance of the solutions as it also provides detailed reports on how services are performing, cross-component resource utilization and trends over weeks and months of production use. eG is also used to spot bottlenecks and plan additional capacity as workloads increase, in the most efficient way.

Daimon Brown, Consulting Partner at Union Solutions explained that eG Enterprise is their proactive monitoring solution of choice. "We looked at other solutions in the industry and felt that eG was best able to offer a multi-tenanted, cloud based monitoring service. Also paramount to our customers is the flexibility and capabilities of the product."

## About eG Innovations

eG Innovations is the world's leading performance management solution enabling companies and government agencies to reliably deliver mission-critical business services in cloud, virtual, and physical IT environments. Where traditional monitoring tools fail to provide insight into the performance drivers of business services and user experience, eG Innovations provides total visibility across every layer and every tier of the IT infrastructure. From servers and storage to applications, network and desktops, eG Innovations help you proactively discover, instantly diagnose, and rapidly resolve even the most challenging performance and user experience issues.

eG Innovations award-winning solutions are trusted by the world's most demanding companies to ensure end user productivity, deliver return on IT investments, and keep business services up and running. Customers include JP Morgan Chase, Citigroup, Depository Trust and Clearing Corporation, CSC, Cathay Bank, Hospital Corp of America, AllScripts, Honeywell, Fidelity Investments, PriceWaterhouseCoopers, Samsung, Xerox, Marathon Oil, US Department of State, The Government of Canada, McKesson, Aviva, AXA, and many more.

To learn how eG Innovations can help you get total performance visibility, visit <http://www.eginnovations.com>

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