



eG Innovations Enables a Growing ASP to Deliver Superior Services for Citrix and Microsoft Applications

Organization	: Independent Consulting Solutions
Headquarters	: Bermuda
Website	: www.icsbermuda.com www.evolution.bm
Industry	: Professional Services
Technical environment	: Citrix MetaFrame, Microsoft Windows, Microsoft SQL Server, Exchange, Active Directory, IIS web, Lotus Domino, Checkpoint firewall, Cisco routers
About the organization	: Independent Consulting Solutions Ltd (ICS) is one of Bermuda's leading professional and technical services firms, and helps clients in industry and government achieve strategic and operational results through the use of technology. The company's success is based on its culture of working collaboratively with clients to develop innovative technology strategies and solutions that address specific business challenges.
Challenge	: Ensure peak performance and optimal usage of their Evolution ASP service offering (www.evolution.bm)

The Challenge

In February 2004, Independent Consulting Services (ICS), one of Bermuda's leading Professional and Technical services firms, was looking for a performance monitoring and management solution that could help them resolve some of the performance issues that they were facing during the rollout of their Evolution ASP service globally. The servers are hosted in Bermuda, with clients connecting from different regions of the world via Citrix MetaFrame. "We experienced major problems during our build out of the ASP service, and traditional troubleshooting was very difficult and slow. We had trouble correlating all the data together from our Citrix servers, Windows applications, Cisco devices, Checkpoint firewall, etc." said Rob Salmon, CEO of Independent Consulting Services.

The Solution

ICS signed up for eG Innovations Easy Evaluation and Performance Assessment Program to help them understand where the performance bottlenecks in their IT infrastructure were and how the overall infrastructure can be optimized to deliver peak performance. The entire engagement was handled remotely by eG Innovations - ICS staff installed eG agents by themselves on their servers, and with no configuration of their firewall, the agents were able to report performance statistics to a remote eG management console over the Internet. The performance monitoring and reporting was setup on the first day of the engagement itself. The eG Innovations team remotely analyzed the performance of the ICS infrastructure and within a few days of the installation, had gathered information on potential configuration issues that were impacting the response time and end to end performance being offered by the Evolution system. The overall engagement was for a two week period, during which ICS was able to eliminate the Citrix farm as the suspected problem and move immediately to the problem source. Based on the benefits derived during the evaluation, ICS decided to go ahead and purchase the eG product suite for use internally.

"Our product suite has been architected with ease of use in mind. There is no better way to demonstrate how easy our product suite is to install and use than to have our customers install the software themselves. Our unique Easy Evaluation model is designed to get prospects started in using our products quickly, and to immediately see the value that we can offer. Our engagement with ICS was one of our first attempts at a completely remote performance analysis and troubleshooting engagement and it worked wonderfully. In fact, the first time we met

the folks from ICS was when they came down to our training class several months after they had purchased the product." said Tim Clark, Vice President of Sales for eG Innovations.

Within a few days of the deployment, the eG suite provided information on the resource usage and user accesses to critical applications that Evolution was providing access to via Citrix. Analysis of the results collected revealed simple optimizations that could be performed in the Evolution setup that significantly cut down on the memory usage of specific applications, in turn improving the loading of the servers, and reducing user response times.

Customer's perspective

"We found that the eG product suite went well beyond traditional silo-based monitoring and performs excellent root-cause analysis. We sell access to application services and needed a product that would monitor the services holistically. It is one of those few products that just works - it does everything the vendor said it will. We monitor our ASP platform end-to-end with it and now we are also marketing monitoring using the eG product suite as a service to our clients. The eG product suite is simple to install, very non-intrusive, and stable. There is no need for manual threshold settings or rules development for root-cause diagnosis - it does all that automatically, and the reporting tools are excellent. For complex platforms, this kind of a solution is a must." said Rob Salmon of ICS.

Results

- Delivered an integrated service monitoring solution, enabling administrators to proactively monitor and manage the infrastructure from the business perspective;
- Provided visibility into different tiers and layers of the IT infrastructure, which enabled ICS staff to pin-point the cause of problems within days of the deployment;
- Fast return on investment - operations staff were able to determine where they needed to focus their efforts to improve performance of their critical business services;
- Enabled ICS to develop a new monitoring service offering for customers, thereby providing new revenue generation opportunities;

Final Remarks

"There are a lot of products on the market that advertise similar capabilities, but in our view, the eG solution is the only one that actually delivers it. We have had multiple instances of customers telling us how they found that our monitoring service based on the eG suite alerts them proactively about problems that they did not know existed. After several months of working with eG Innovations, we are glad to be working with them as a vendor and a partner", commented Rob Salmon.

About eG Innovations :

eG Innovations is the leading provider of IT infrastructure performance monitoring and management solutions. Our unique dataflow and applications dependency technology is key to ensuring high availability and performance of mission-critical systems, where proactive monitoring, rapid diagnosis and instant recovery are critical.

Customers worldwide use the 100% web-based eG solutions to improve the quality of their services, thereby enhancing their competitive positioning, lower their operational costs and optimize the usage of their infrastructures.

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