

eG Enterprise at U.S. Electrical Services, Inc.

End-to-End Line-of-Business Application Performance Management Empowers Smart Growth and IT Savings



Virtualized Custom ERP Application Service Delivery to Support Wholesale Business Expansion



Founded in 2006, US Electrical Services (USES) is a world class wholesale distributor of electrical

products and related services. USES's customers include tens of thousands of electricians, contractors, corporate clients, architects, engineers, and lighting designers — all of whom rely on USES to deliver quality products backed by knowledgeable advice and excellent service. Be it residential, commercial, industrial, institutional, or utility, the world runs on products and services from USES's best-in-class electrical distribution businesses.

Headquartered in Connecticut, USES is one of the top three wholesale electrical components distributors in the US. USES's model is straightforward: It buys electrical components from manufacturers and distributes them, most commonly to contractors in the commercial construction and residential construction space. Additionally, the firm markets to hospitals as well as small and large solar industrial clients.

USES's ERP system, which has an inventory of thousands of electrical parts and products across its stocking locations, is critical for its business. Furthermore, a strategy of acquiring successful, locally operated electrical businesses for growth has meant that USES has needed to put in place robust processes for onboarding each newly acquired division. Executing on its business model demands top performance and scalability from USES's IT infrastructure, to support the expansion of ERP and other vital systems without disruption. When slow performance, frequent crashes and inadequate visibility into their many different processes threatened these business-critical capabilities, USES turned to IT performance management leader, eG Innovations.

The Challenge: Performance Insight Across Service-Delivery Infrastructure to Drive Successful IT Transformation

As the team lead for USES's server, storage and desktop infrastructure, Dave Couturier has responsibility for a number of different technologies. Dave could see that in order to support USES's projected growth, they needed to transform their traditional desktop environment into a virtual application delivery infrastructure. In fact, Dave's team conducted a ROI study and concluded that over a period of years this solution would save the company time, effort and money.

At a high level, the new model used Citrix XenApp to deliver virtualized applications to 1,500 concurrent users on the front-end. On the backend, it included the Epicor Eclipse ERP software that all of USES's employees use to order product, manage inventory,



"We are in the forefront of our industry. Thanks to eG Enterprise, we now have insight into things that a lot of the companies in our realm of business do not."

-Dave Couturier, US Electrical Services Inc.

Key Benefits

- ✓ Contribute to and make possible \$4.6 million TCO savings from infrastructure expansion
- ✓ Support business objectives and user productivity by proactively pinpointing and solving performance problems before they impact users
- ✓ Save the cost of additional staffing in IT support and network operations
- ✓ Save cost by reducing support coverage from 24-hour support days to 12-15 hour days
- ✓ Accurately predict infrastructure cost impacts of business expansion with real-time and historical data

Why eG Enterprise?

- ✓ Complete performance visibility into transaction flow of the line of business ERP application including the Linux servers, JBoss Java applications, Rocket UniVerse database, EMC storage and Citrix infrastructure
- ✓ Ability to pull all performance statistics from across the infrastructure into single pane-of-glass dashboards
- ✓ More effective and systemized management from automated diagnosis, greater visibility, system-wide monitoring and proactive alerts
- ✓ Ability to customize and add performance monitoring capabilities as the environment requires

eG Enterprise allows me to sleep at night. It can be stressful for your key players to maintain your environment and keep servers running when you don't have a way to look into them and understand what is happening. eG gives me the peace of mind that comes with that level of visibility, monitoring and proactive alerts.

Dave Couturier

Server and Storage Desktop Infrastructure Team Lead
U.S. Electrical Services, Inc.

run sales reports and more. The Eclipse ERP application follows a two tier model: Red Hat JBoss is used to host the business logic, and Rocket Software's Rocket UniVerse is used as the backend database server. The Linux operating system is used to host the entire ERP application stack, EMC VNX is used as the storage tier, and Citrix NetScalers are used for load balancing.

As USESI contemplated the move to a virtual application delivery infrastructure, Dave's team identified the need for complete visibility across all of the key application tiers as a primary requirement. They needed monitoring, diagnosis and reporting for every layer and every tier of the ERP application delivery infrastructure, because failure or slowdown of any of these tiers would affect the business.

The Solution: How eG Enterprise Empowers USESI Business Growth, Productivity and Savings

Dave and his team considered different monitoring solutions. Many offered monitoring of Linux servers, EMC storage and web applications. But only eG Enterprise was able to give Dave and his team actionable answers for performance issues that impacted processes and sessions all the way from the Citrix front-end to the ERP backend.

IT solution provider Gotham Technology Group, which had been instrumental in helping USESI in building its Citrix infrastructure, recommended eG Innovations to Dave. "The deployment was easy and we didn't need much training to use the solution. Given what we saw in the proof of concept, it didn't take us long to decide to move the solution to our production environment," Dave explained. Gotham worked alongside eG Innovations' engineering team to deploy eG Enterprise, and their professional services team worked hand in hand with eG Innovations' engineers to ensure that the production deployment was implemented flawlessly.

One of the key benefits that eG Enterprise provides USESI is the ability to be proactive. "At any one time, there can be as many 1,500 users connected to the system. In the past, if users encountered problems, it would take 20 minutes for a support request to get through the helpdesk queue. If the problem

required escalation help from the ERP vendor to track down the source of the problem, it would take at least another 20 to 60 minutes to address the request. With the performance trends and automated discovery of root causes that eG Enterprise provides, we can now pinpoint potential problems before they can even impact our users," said Dave.

Dave's team can now make sure that USESI's distribution channel has problem-free access to the ERP system to keep sales and business flowing. "We get alerts right away if processes start going crazy or consuming one of our CPUs," Dave stated. "We can see when and where a threshold has been breached, the processes involved, what server they are running on and who the user or users are that they are impacting."

This level of automated diagnosis and visibility empowers Dave and his team to more effectively escalate and tier support, as well as develop a stronger IT presence within its infrastructure. It enables them to assign separate component and product owners, as well as build custom dashboards that align with the most important activities within their operations. In fact, eG Enterprise has allowed USESI to present, on a single pane of glass, monitoring statistics that in the past would have required them to move between seven different tools. This level of centralized visibility and proactive monitoring has helped USESI raise its level of operational performance as well as save the business time and money.

Dave added, "With the escalation eG Enterprise gives us, we are more efficient, and it eliminates the need to watch for problems 24x7. That means we have the comfort of running 12 to 15-hour days instead of 24-hour days." When they finish building out their network operations group, eG Enterprise will also allow USESI to manage the server environment with less staff, adding to the company's ROI.

One of the most important benefits that eG enterprise gives USESI is the ability to more strategically and confidently execute on its business plans. "At the highest level, eG Enterprise allows our company to grow," Dave said. "We can prove and provide real-time data and historical data for past and future acquisitions. For example, as we capacity and performance plan, eG Enterprise gives us a clear view of what bringing on 500 people would do to our infrastructure. We can gauge and determine very accurately where we are today, and what components we would need to upgrade and their costs."

As much as USESI has benefited from the eG Enterprise solution, Dave has especially appreciated the relationship with eG Innovations as a company. "Not only does the eG Enterprise product speak for itself, but every time we need help, eG Innovations' engineers are there for us," Dave explained. "Dealing with eG Innovations has been inspiring."

About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit through award-winning performance monitoring and management solutions. Many of the world's largest businesses and mission-critical environments trust eG Enterprise Universal Insight technology to enhance IT service performance in physical, virtual and cloud environments, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments.

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