

Virtualisation software gives Malaysia's World Vision capacity planning control

Before they implemented SolarWinds Virtualization Manager, World Vision International's IT team in **Malaysia** lacked insight into the 250-plus virtual servers on their network. Their data storage situation in particular was becoming critical as space was running out. **SolarWinds Virtualization Manager** soon enabled staff to rectify this problem by allowing them to view real-time dashboards for simplifying forecasting, detecting and troubleshooting capacity bottlenecks. Virtualization Manager also helped to identify VM sprawl and allowed IT staff to reclaim and optimise space and reduce downtime.

The Customer

World Vision International (WVI) is a Christian relief, development and advocacy organisation dedicated to working with children, families and communities to overcome poverty and injustice. The organisation serves all people regardless of religion, race, ethnicity or gender. In Malaysia, World Vision International's IT team look after a complex set of infrastructure hosted at the data centre in Kuala Lumpur with more than 300 servers, about 250 of which are virtualised, storage area networks and more than 20 network devices. They manage some 20 plus application systems that serve World Vision's staff around the world, which include Microsoft SharePoint, customised .NET apps, a CRM application, World Vision's own intranet, a HRMS and Lotus Domino.

IT Management Challenge

The IT team had problems being unable to monitor performance and capacity of its virtualised environment. Capacity would occasionally run out and there was no way to monitor it in a consolidated manner. The team could monitor it manually, but when the virtualised environment is large, it becomes a daunting task. They needed a tool that would allow them to monitor performance and do capacity planning.

According to Kenneth Seow, World Vision International's Infrastructure Services Manager, virtualisation management was complicated by the sheer number of virtual machines, with different teams managing many of them. When IT staff performed virtual machine snapshots that are left unattended, storage consumption can grow very fast.

"Occasionally when snapshots grow too quickly, it may cause storage to run out, resulting in the particular virtual machine freezing. Outages could happen, especially among virtual machines that were left unattended. Without a virtualisation monitoring tool, it is just too tedious to keep track of it all." said Seow.

"Our virtualised infrastructure was like a big giant and we were not able to have a consolidated view of how healthy or unhealthy it was. We also had no means to enable us to predict how much additional capacity we had to support the virtual machines."

CLIENT STATISTICS

More than 300 servers and 20 network devices on a network used to host more than 20 global application systems. About 250 of the servers are virtualised. Key applications: Microsoft SharePoint, customised .NET apps, a CRM application, World Vision's own intranet, a HRMS and Lotus Domino.

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Solution

Seow and his team were already familiar with SolarWinds software, as they had been using SolarWinds **Network Performance Monitor (NPM)** for some years. They were also using SolarWinds **NetFlow Traffic Analyzer (NTA)**, and more recently added SolarWinds **Storage Manager**. Although they looked at different virtualisation management tools, it was an easy decision to implement SolarWinds Virtualization Manager.

SolarWinds' support people helped with the evaluation. When World Vision International's IT team went through a proof-of-concept, they asked SolarWinds to configure Virtualization Manager to give them a feel for how the program works. Seow said SolarWinds' technical staff were "very efficient and quick to resolve whatever concerns or issues we had, and responded promptly to our questions."

Virtualization Manager performs comprehensive virtualisation monitoring management. Real-time dashboards simplify forecasting, detection and troubleshooting of capacity bottlenecks, allowing IT staff to identify VM sprawl, help to reclaim and optimise space, and reduce licensing costs. The tool tracks virtual machines and host configurations over time and identifies drift from peak performance.

"We found it has all the functionality we needed, at a great price," said Seow. "It was easy to deploy and use — we were able to start monitoring our virtualised infrastructure very quickly."

Results

World Vision International's Malaysian IT team gained the sorely needed visibility they sought almost as soon as they fired up Virtualization Manager.

"We are able to see how healthy the virtual machines were and how the hosts were performing, and also able to perform capacity planning and to see if we have issues with any particular virtual machine," said Seow. "Now we see which virtual machines are in use and which are redundant, as these were adding to the sprawl. Virtualization Manager has allowed us to do a clean-up - it has given our virtualised infrastructure real stability."

He said the time saved in preventing virtual servers from going down has been supplemented by the time saved in locating additional resources and bringing these back up again. If an outage were to occur during a weekend, his team needed to work overtime. Now there are far fewer outages. His team have saved several hours a month.

Seow said, "Virtualization Manager has eliminated our day-to-day worries about the virtual machines - it simply runs in the background delivering full monitoring, and alerting us on any issues. This gives us the comfort of knowing the health of our virtual infrastructure. It frees us for more constructive work."

He added, "SolarWinds' tools are excellent value for money. They are easy to use and easy to configure, which is why they have become our main choice - whenever we want to look for monitoring tools, SolarWinds is our first point of call. Over the past two years, SolarWinds has added more and more products to their portfolio, and these are key products to any IT organisation seeking end-to-end monitoring. They are a good one-stop-shop for such tools."



SolarWinds Virtualization Manager delivers integrated VMware and Microsoft Hyper-V capacity planning, performance monitoring, VM sprawl control, configuration management, and chargeback automation; all in a single affordable product that is easy to download, deploy and use. SolarWinds' free trial delivers full product functionality.

IT Management Inspired by You.

SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to customers worldwide from Fortune 500 enterprises to small businesses. In all of our market areas, our approach is consistent. We focus exclusively on IT Pros and strive to eliminate the complexity that they have been forced to accept from traditional enterprise software vendors. SolarWinds delivers on this commitment with *unexpected simplicity* through products that are easy to find, buy, use and maintain while providing the power to address any IT management problem on any scale. Our solutions are rooted in our deep connection to our user base, which interacts in our online community, thwack, to solve problems, share technology and best practices, and directly participate in our product development process. Learn more today at <http://www.solarwinds.com>.


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