

AIR MEDICAL GROUP HOLDINGS AUTOMATES WITH TURBONOMIC



Autonomic Performance
of Virtual Applications

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Reduced Alerts and User
Tickets

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Maximized Utilization of
Human Resources

AirMedicalGroup
Holdings

COMPANY

Air Medical Group Holdings

CHALLENGES

- Inability to guarantee performance of mission-critical applications in rapidly expanding virtual environment with existing balancing tools
- Disruption of virtualized workloads due to resource contention and system congestion
- Inefficient use of virtual and human resources

TURBONOMIC SOLUTION

- Turbonomic intelligently and automatically senses changes to application demand and adjusts infrastructure supply in real-time to improve utilization and ensure service delivery

SITUATION

Air Medical Group Holdings, LLC (AMGH) is the largest privately owned air ambulance service in the world. Each of AMGH's six subsidiaries – Med- Trans, EagleMed, Air Evac, REACH Air, AidMed, and Lifeguard – provides emergent transportation services to individuals with significant health injuries who are located too far from appropriate hospitals to be transported by ground in a timely manner.

Christopher Pritchard, Director of IT, is responsible for AMGH's IT infrastructure. The production environment, composed of Cisco® UCS, Dell servers and EMC® SANs, hosts mission (and life) critical emergency response applications on bare metal, as well as AMGH's business applications – virtualized across over 200 virtual machines.

In 2010, Pritchard and his team were leveraging Dell Foglight for Virtualization Enterprise Edition, but had difficulty extracting value from the tool. "When we moved [from Standard] to Enterprise Edition, it became extremely cumbersome and provided unreasonable recommendations. It was good for historical trending, but couldn't optimize performance moment to moment. We were continually tasked with changing resources on servers," said Pritchard.

In 2011, Pritchard sought a new solution.

"It was like getting a FTE for all of virtualization."
– Christopher Pritchard, Director of IT

"We're a pretty lean IT organization supporting a complex IT environment and approximately 5,000 users located in over 250 locations in the United States. When we installed Turbonomic, it just worked right away. It was like getting a Full-Time Employee to handle virtualization optimization."

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AUTOMATING WITH TURBONOMIC

Out of the box, AMGH automated Turbonomic's vMotion decisions. These decisions are made with a holistic understanding of environment interdependencies and a priori knowledge of their impact to performance – accounting for metrics such as CPU, memory, ballooning, swapping, IO, disk latency, network and CPU ready states.

Furthermore, Pritchard's team uses Turbonomic's VM sizing recommendations to justify pushback to business units when they request unnecessary resources. "We can easily show them the Turbonomic report and prove their applications aren't starved," said Pritchard.

RESULTS

- *Autonomic platform drives real time performance across a diverse environment*
- *Completely automated vMotion for continual performance assurance*
- *Savings equivalent to one virtualization administrator*
- *Reduced time spent monitoring and manually resolving issues*
- *Improved team productivity*

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ABOUT TURBONOMIC

Turbonomic delivers an autonomic platform where virtual and cloud environments self-manage in real-time to assure application performance. Turbonomic's patented decision engine dynamically analyzes application demand and allocates shared resources to maintain a continuous state of application health.

Launched in 2010, Turbonomic is one of the fastest growing technology companies in the virtualization and cloud space. Turbonomic's autonomic platform is trusted by thousands of enterprises to accelerate their adoption of virtual, cloud, and container deployments for all mission critical applications.