BOSTON COLLEGE EXCELS WITH TURBONOMIC TO ASSURE PERFORMANCE AND INTELLIGENTLY PLAN FOR GROWTH

Improved Utilization by 20%

Increased IT Team Productivity by 20%+

Increased Virtual Footprint by 30%

SITUATION

Boston College is a Jesuit Catholic university founded in the liberal arts tradition that serves more than 17,000 students, faculty, and staff across its 235-acre campus. BC Information Technology Services (ITS) delivers via WAN from a single datacenter: a converted chapel replete with cathedral ceilings, stained glass windows, and a choir loft that now serves as Mission Control.

ITS, comprised of seven departments reporting directly to the Chief Information Officer, strives for the efficient and effective use of information technology in support of University goals and objectives. CIO Michael Bourque sees this endeavor as integral and inextricably connected to the university's service-oriented mission of educating "men and women for others". The university's motto is Ever to Excel.

Leo Chaharyn, Technology Director of Systems and Operations Management is ultimately responsible for Boston College's more than 800 virtual machines running on 40 ESX hosts. Despite having virtualized to over 80%, Boston College's systems remained dramatically underutilized, leading to costly inefficiencies and inhibiting intelligent growth.

Mr. Chaharyn and Manager of OS Services and Systems Administration, David Rosala, initially leveraged the native statistics of vCenter to manually drive efficiency gains, however, BC's environment is too complex, and workload demand too unpredictable to manage in this way. Aiming to eliminate inefficiency and gain greater control of the virtualized infrastructure, Chaharyn and Rosala seek a comprehensive virtualization management tool to not only manage these systems in real time, but also to diagnose performance and efficiency issues, provide accurate forecasting, and deliver customized reporting capabilities that will enable them to grow 35% in the next 18 months with minimal hardware requisition.

"Before Turbonomic, we were basically at a guess."
- David Rosala, Manager, OS Services & Systems Administration

COMPANY

Boston College
www.bc.edu

CHALLENGES

- *Inconsistent Quality of Service (QoS) and disruption of virtualized workloads*
- *Inefficient use of virtual infrastructure*
- *Inability to plan for future capacity needs*
- *Difficulty gaining value from native hypervisor monitoring tools*

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*

BOSTON COLLEGE EXCELS WITH TURBONOMIC TO ASSURE PERFORMANCE AND INTELLIGENTLY PLAN FOR GROWTH

Chaharyn and Rosala evaluated Turbonomic against several alternatives – including two versions of VMware vCenter Operations Manager – and ultimately selected Turbonomic for its ease of deployment, user friendliness, and minimal hardware overhead. Turbonomic was also the only product that delivered specific, real time performance and efficiency recommendations, which contributed to its ease of use.

"TURBONOMIC IS DEPLOYED IN OUR ENVIRONMENT ACROSS THE BOARD"

BC ITS delivers an incredible diversity of applications to the university: admissions, financial aid, registration, student records, and VDI classrooms, to name a few. Turbonomic controls them all.

Says Rosala, "Before we implemented Turbonomic, we were at a guess of how many guests we could actually fit on a machine. Turbonomic has helped us also identify how much capacity we really have, keeping down costs. We've been able to do better ratios of guests to hosts at this point."

WHAT-IF: RE-ROUTING CRITICAL WORKLOADS TO THE LAB

Mr. Rosala describes a scenario in which a critical blade center in Boston College's production environment developed a major issue. The 14-host cluster developed a faulty SAN switch, and its more than 300 guests required on-the-fly migration.

Turbonomic's Planner enabled Mr. Rosala to run numerous what-if scenarios, identifying where the at-risk guests could reside until the SAN switch could be fixed. Ultimately, Turbonomic enabled the 300+ workloads to be temporarily migrated to a lab cluster while the production blades were repaired. This on-demand what-if planning has been invaluable to Boston College ITS.

As Rosala puts it, "I think that is what has made us happy about the Turbonomic experience, is that it actually does what it claims to do."

RESULTS

- *Autonomic platform drives real time performance across a diverse environment*
- *Intelligently increased virtualization footprint by 30% and growing*
- *Increased utilization by more than 20% through accepting recommendations for optimal allocation of resources*
- *Increased IT staff productivity by more than 20%*

"It does what it claims to do. I think that is what has made us happy about the Turbonomic experience, is that it actually does what it claims to do."

David Rosala
Manager, OS Services & Systems Administration
Boston College

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.