

# Heartland Business Systems Evolves from Management to Control with Turbonomic



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## SITUATION

Heartland Business Systems (HBS) delivers a variety of services to an equally diverse customer base on its shared VMware vCloud infrastructure. An all VMware shop with High Availability (HA) clusters balanced by Distributed Resource Scheduler (DRS), HBS naturally turned to VMware vCenter Operations Manager to monitor issues of resource contention within its virtual environment.

Close to 90% virtualized, HBS has struggled to combat such contention despite ongoing efforts to properly provision and place its virtual machines. Data Center Systems Engineer, Mike Laak, sports numerous industry certifications (VCAP5-DCA, VCP-Cloud, VCP5-DCV, CCNP, CCNA:Security, EMCISA) and is a seasoned professional within the VMware ecosystem.

Laak finds value in vCenter Operations Manager's ability to "display rich information in a dashboard," but what to do with that information is left entirely to his team's discretion. As skilled and experienced as they are, the environment at HBS is simply too complex and dynamic for Laak's team to tune manually.

Providing hosting for a variety of customer applications and VMs has left HBS with an unpredictable workload and a need to maintain a secure and stable environment. Says Laak, "We needed a product that could show us the same information [as vCenter Operations Manager] and then act on that information in the best way possible, especially when someone wasn't staring at vCenter or waiting for alarms." It was for this very reason that Turbonomic – which he first encountered at a regional VMware User Group – stood out to Laak.

**"TURBONOMIC PROVIDED VALUE WITHIN THE FIRST WEEK BY BALANCING OUT WORKLOADS FOR PERFORMANCE."**

– Mike Laak, Data Center Systems Engineer

HBS opted for Turbonomic to solve its workload performance problems. According to Laak, Turbonomic provided value to the environment within one week of deployment by providing the sizing and placement recommendations HBS needed. Turbonomic makes these decisions with a holistic understanding of CPU utilization, memory utilization, network bandwidth, I/O, balloon, swap, and CPU ready – and therefore takes actions with a preemptive understanding of their impact.

## COMPANY

Heartland Business Systems  
www.hbs.net

## CHALLENGES

- Inability to guarantee performance of mission-critical applications in rapidly expanding virtual environment with existing tools
- Difficulty gaining value from existing tools
- Unpredictable workload in hosted multi-tenant environment

## 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

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## “TURBONOMIC ALLOWED US TO DELAY THE ADDITIONAL HOST PURCHASE BY A FEW MONTHS.”

One of the greatest benefits HBS has gained from its use of Turbonomic is the delay of the purchase of an additional host by about six months. As HBS automated and workloads balanced out, customer response time returned to normal levels and Laak “found a sweet spot for operational efficiency.” In other words, HBS IT is now in its desired state.

HBS organizes all its DRS rules and policies within Turbonomic to assure the two work in concert with one another. By defining custom guest groups in Turbonomic, Laak controls the reach of its automation such that it does not interfere with the lower density dedicated clusters HBS reserves for its most sensitive clients.

## WHAT-IF: CAPACITY PLANNING FOR BUSINESS EXPANSION

Another area in which HBS has reaped immense value from Turbonomic is its planning capability, which uses live production data to run offline What-If capacity planning scenarios.

As a small MSP (Managed Service Provider), it stays competitive in an industry of giants by providing customer-oriented services their clients can trust. Leveraging Turbonomic's Planner, HBS is able to model out the effect additional clients would have on the existing infrastructure, and determine if and when it is necessary to add a host.

In this way, HBS is able to remain service-oriented, working directly with its clients to identify and develop the solution that best fits their technology needs.

## 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.

To learn more, visit [Turbonomic.com](http://Turbonomic.com).

### RESULTS

- *Autonomic platform drives real time performance across a diverse environment*
- *Eliminated contention-based outages and degradation through accepting recommendations for optimal allocation of resources*
- *Delayed purchases of additional hosts and reduced operating costs*

*“Turbonomic helped us take a drastically more hands-off approach to managing our virtual infrastructure.”*

**Mike Laak**  
**Data Center Systems Engineer**  
**Heartland Business Systems**