

HIRSLANDEN AUTOMATES FOR A SMOOTH TRANSITION WITH TURBONOMIC



Improved Application Performance



Reduced User Tickets



More Time Towards Mission-Critical Projects



SITUATION

Founded in 1932, the Hirslanden Private Hospital Group consists of 16 hospitals in 11 cantons and has more than 2,100 employed and affiliated doctors and over 7,800 staff members. Hirslanden is the leading private hospital group and the largest medical network in Switzerland.

With more than 16 years of professional experience in the IT industry, René Schärer joined the team at Hirslanden as System Engineer in 2010. Schärer is part of the team that is responsible for Hirslanden's two data centers, with the central location in Zurich, providing services to all hospital locations. The team leverages a converged VCE Vblock® System supported by VMware vSphere® ESXi™ 5.1.

Prior to migrating to the Vblock infrastructure, Hirslanden's virtual environment was experiencing major storage latency, thus impacting the performance of their approximately 500 VMs. Although they tried a number of tools, Hirslanden was unable to get a complete understanding of where the problems were coming from and how to fix them.

"Within less than a month of deployment, we put our full trust in Turbonomic and turned on automation."

– René Schärer, System Engineer

Schärer came across a new platform in 2012 after reading an article on DAB-CC.com that looked like it could be the solution to his troubles. After installation, he immediately saw the benefits of Turbonomic, including recommendations on right sizing and dynamic placement of VMs. Less than a month later, Hirslanden was fully automated.

Around the same time, Schärer's team began the transition to the Vblock infrastructure, using Turbonomic when planning the design and preparing for full implementation. The environment went through a major expansion of its virtual footprint to become nearly 100% virtualized. All mission-critical applications, from system-wide communications to Electronic Medical Records

COMPANY

Hirslanden

www.hirslanden.ch

CHALLENGES

- *Inability to guarantee performance of mission-critical applications in rapidly expanding virtual environment with existing tools*
- *Inconsistent Quality of Service (QoS) and disruption of virtualized workloads*
- *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*

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Turbonomic, connected through the main VMware® vCenter Server™ instance, is ensuring the performance of approximately 1,000 VMs, and maximizing the existing infrastructure to prevent the team from costly overprovisioning.

CONTROL DURING GROWTH

“We’ve been experiencing about 40% growth in our environment each year, and the recommendations and automated actions taken by Turbonomic are key to keeping our environment healthy,” said Schärer. “It does what it says it will and gives us time back to dedicate to other projects.”

CUSTOMER SUPPORT AND THE GREEN CIRCLE

“The support team at Turbonomic is so quick in responding,” said Schärer. “I always get an answer to my questions and they always get me the support I need when I need it. I’ve been very impressed.”

Another aspect of being a Turbonomic customer that Schärer has enjoyed is being a member of the Green Circle Community, an online community for innovators, virtualization experts and forward thinking IT professionals who engage with one another and share their experiences. “I’ve been involved since the beginning of the Green Circle, and it’s been such a great platform to engage with and help others,” said Schärer. “The community is so diverse, and you know that what you read is true.”

RESULTS

- *Autonomic platform drives real time performance across a diverse environment*
- *Realized value within days of deploying Turbonomic*
- *Reclaimed resources in the storage layer*
- *Maximized utilization of data center infrastructure*
- *Reduced time spent monitoring and manually resolving issues*

“We’ve been able to reclaim resources in the storage layer and a great deal of time. We no longer have to monitor reactively, waiting for alerts, and we are receiving far fewer tickets on VM performance.”

René Schärer
System Engineer
Hirslanden

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.