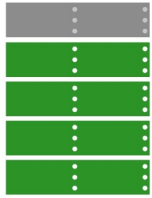


INTERSWITCH SEAMLESSLY SUSTAINS PERFORMANCE WITH TURBONOMIC



Eliminated Resource Contention



Increased Efficiency of Virtual Resources



Shift from Reactive Monitoring to Continuous Control



SITUATION

Headquartered in Lagos, Nigeria, Interswitch is an integrated electronic payments processing company that facilitates banks in Nigeria, Kenya, Tanzania, Uganda and Gambia. The company was founded in 2002 and has continued to rapidly expand operations across Africa.

Abiodun Egieya, Senior Solution Architect, Olumuyiwa Koya, Senior Systems Engineer and Tolulope Dada, Systems Engineer, are on the team that manages the 100% virtualized environment of over 500 virtual machines. Interswitch utilizes VMware vSphere® ESXi™ across their mixture of HP ProLiant, Stratus ftServers and Cisco UCS B Series.

Along with the complications of running such a highly virtualized environment, the team was constantly confronted with an enormous challenge of ensuring performance of critical applications within the infrastructure.

“With our Turbonomic-assured performance, we have managed to reduce the number of support calls we receive.”

– Abiodun Egieya, Infrastructure and Operations Manager

Managing a sensitive e-commerce platform placed a lot of pressure on the team to maintain performance, but manually organizing and controlling the environment was not accomplishing the health that they required and was tedious as well.

“Our IT runs at two speeds: we have the core network, hardware and virtualization layers that operate with few and strictly controlled changes on mode 1, and then we have the application layer that changes very frequently running on mode 2. With these frequent business changes on the application layer, we potentially had nearly just as many changes on the virtualization layer. The challenge was, how do we make this many changes carefully enough to ensure we do not impact the performance of an infrastructure already running unpredictable, but critical, business workloads?” asked Babafemi Ogungbamila, CIO at Interswitch. “With Turbonomic we have been able to set up QoS profiles that assure performance on our most critical systems on our busiest days with the highest number of changes.”

COMPANY

Interswitch Group

www.interswitchgroup.com

CHALLENGES

- Inability to guarantee performance of mission-critical applications in rapidly expanding virtual environment with existing tools
- Overprovisioning of infrastructure
- CPU ready queue
- Reactively responding to alerts and end-user tickets

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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“Before Turbonomic, we had no way to show our internal customers the impact of their overprovisioned VMs,” said Egieya. “Turbonomic perhaps has the most compelling way of explaining how overprovisioning leads to CPU ready queues and how that directly impacts system performance.”

AUTOMATION

“We decided to automate the actions on Turbonomic,” said Babafemi. “After noting that we were already trusting and approving the suggested actions, we realized that there was no point to just tinkering around and taking several actions a day manually”

“We no longer waste hours on troubleshooting,” explained Dada. “Now we see that green circle on our dashboard and feel assured of the performance of our applications.”

RESULTS

- *Autonomic platform drives real time performance across a diverse environment*
- *Improved resource utilization and overall efficiency by 40%*
- *Reduced number of user-generated tickets and complaints*
- *Reduced time spent troubleshooting*

“Since installing Turbonomic, I find myself looking at DRS and vROPs less and less.”
 - **Tolulope Dada, Systems Engineer, Interswitch**

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.