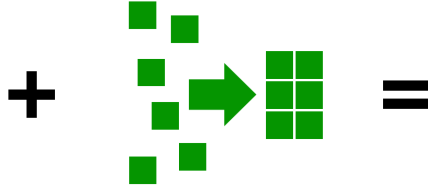


NWP SERVICES CORP DEFERS HARDWARE ACQUISITION FOR 4 YEARS WITH TURBONOMIC



Seamlessly Onboarded
New Workloads



Consolidated Workloads by
38%, Freeing up 6 Servers



Control Over Virtual
Environment



SITUATION

NWP Services Corporation is an Irvine, California based utilities billing solutions provider serving multitenant property owners and portfolio managers across the United States. NWP manages and processes over \$5 billion dollars in annual operating revenue and expense transactions for its customers including the recapture of millions of dollars, annually, in utility theft. Its core solutions, Utility Logic, Utility Smart, and Utility Genius deliver sophisticated utility monitoring, consolidation, and cost distribution recommendations to more intelligently allocate shared utilities among tenants

In 2010, NWP began virtualizing its datacenter with VMware. An all Hewlett Packard shop, its hardware environment is comprised of 16 blade servers running in a c7000 chassis, an HP SAN, and a Fibre Channel backend. Senior Infrastructure Engineer Adam Gilbert joined NWP when just 5% of its workloads were virtualized.

Gilbert oversaw NWP's virtualization ramp up to 40% in 2011, at which point he had a realization. Says Gilbert, "Initially, you just love the concept [of virtualizing], and then you hit a fulcrum point where there is so much going on it's a lot just to keep your finger on the pulse, and you still have the charter to keep the virtualization process moving forward."

With approximately 60 VMs and the remainder of the estate on bare metal, including mission critical Exchange, SharePoint, its CRM, and major analytics batch process, Gilbert sought "a better way" to move forward.

He found Turbonomic, which he admits, "sounded too good to be true." The solution promised that it could not only push NWP further along the virtualization curve, but also that it would continually optimize the sizing and placement of every VM in the estate – in real time. Until now, NWP had been leveraging DRS, which Gilbert admits, "Was better than nothing, but took a very rudimentary approach. We still had performance issues."

After several phone conversations with Turbonomic engineers, Gilbert remained apprehensive to install the solution in production. He admits, "It took some time to wrap our minds around the idea of a virtual economy, and how it could work," but he ultimately deployed the tool.

COMPANY

NWP Services Corp.
www.nwpsc.com

CHALLENGES

- *Inconsistent Quality of Service (QoS) and disruption of virtualized workloads*
- *Difficulty accelerating virtualization initiatives*
- *Removing labor-intensive analytics and decision-making from virtualization management*

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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“WE CAME IN THE NEXT DAY, AND 6 BLADES WERE COMPLETELY EMPTY.”

At the time of Turbonomic deployment, NWP’s 60 VMs were evenly distributed across its 16 blades. To Gilbert’s surprise – and to that of his manager – Turbonomic consolidated these workloads by 38%, freeing up 6 whole servers, and still identifying additional headroom on the 10 utilized hosts.

275% INCREASE IN CRITICAL BATCH PROCESSING RATE

The single most important KPI for Gilbert and his team is the rate at which the infrastructure completes a nightly batch process, wherein daily utilities metrics are analyzed and organized into period line items or finished bills. The batch requires 40 VMs working in tandem, and the goal is 80 bills per minute.

According to Gilbert, “We would hit 80 per minute often enough to be in the clear, but when we installed Turbonomic and completely automated, we have hit as high as 220 bills per minute. I don’t know what we would do without it.”

ACQUISITION, BUSINESS RULE IMPORTS & CUSTOM GROUPS

Since deploying Turbonomic, NWP has acquired 3 separate companies. Now with 240 VMs, it has not only virtualized its mission-critical applications, but has also onboarded all workloads from its acquisitions on the same 16 blades from 2010. NWP manages the complexity of this mixed environment using Turbonomic custom groups – logical groupings of VMs to which discrete policies and reporting dashboards can be applied, regardless of where Turbonomic places them or the resources they consume. Says Gilbert, “We have some pretty stringent PCI and licensing requirements, and we are able to build all of that in to remain compliant while maximizing resource pools.”

RESULTS

- *Eliminated contention-based outages and degradation through accepting recommendations for optimal allocation of resources*
- *Grew virtual estate by 300% on existing physical infrastructure*
- *Delayed purchase of additional hosts by 4 years.*
- *Seamlessly onboarded 3 acquired companies*

“I don’t think there is any way we could run 240 VMs on our hardware without your product.”

Adam Gilbert
Sr. Infrastructure Engineer
NWP Services Corporation

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.