

CUSTOMER SUCCESS STORY

PwC SOUTH AFRICA IMPROVES UTILIZATION NEARLY 60% WITH TURBONOMIC

With the **Turbonomic Autonomic Platform**, PwC South Africa supports 6,500 users and reduces admin time by 50% to ensure team focus on other key areas of technology.

PwC Southern Africa provides industry-focused assurance, advisory and tax services to public, private and government clients in all markets.



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Reza Essop
Senior Associate
PwC South Africa

Challenges

- Inability to guarantee performance of mission-critical applications in rapidly expanding virtual environment with existing tools
- Inaccurate capacity management
- Inefficient use of human resources by reactively responding to end-user tickets and alerts

Solution

- Turbonomic intelligently and automatically senses changes to PwC’s application demand and adjusts infrastructure supply in real-time to improve utilization, assure performance and ensure service delivery

Results

- Autonomic platform drives real-time workload performance, improving resource utilization and overall efficiency **by up to 59%**
- Reduced number of user-generated tickets and complaints **by up to 60%**
- Reduced time spent troubleshooting **by 50%**

Company Overview

PwC South Africa is the largest provider of industry-focused accounting, advisory and tax services to companies listed in the Johannesburg Stock Exchange. Employing approximately 5,000 employees across 19 offices in South Africa, the PwC South Africa hosted services team supports upwards of 6,500 users as they bring more in from other African regions.

Reza Essop, Senior Associate, has been with PwC since 2012 and is responsible for managing the virtual environment and the user experience.

Industry Challenges

In 2015, the financial services sector contributed about 17% to the Global World Product of nearly 74 trillion dollars. According to IDC, financial services IT spending is set to reach \$480 billion worldwide in 2016 (up 4% from 2015). The banking sub-sector alone will spend \$275 billion. Slow processing and decision-making almost immediately leads to loss of revenue. One hour of downtime can cost a large online brokerage up to \$6.48 million. This is detrimental not only to a company's balance sheet, but also to the overall experience of their customers and their reputation.

Growth and Conversion

In addition to a growth in users, the regional offices were in the midst of converting their VMware hosts primarily to Hyper-V. In an effort to resolve configuration and stability issues, his team began looking for a solution that would address their technology and business needs.

After discovering and deploying the Turbonomic platform, Reza and his team found it addressed problems they had not even realized they had. "We used to essentially guess at what we needed in order to remain stable," said Essop. "As soon as we launched Turbonomic, we had a full page of downsize CPU actions because of the ready queue we were experiencing. The platform has proven that it can maintain our environment in a healthy state on its own. It has basically taken the decision-making out of our hands."

"We originally thought we just needed another monitoring tool, but Turbonomic opened our eyes to a whole new world of data center control."

Solving Unknown Problems

Additionally, utilizing Turbonomic helped the team to address perplexing VM performance issues related to nightly backup snapshots. “Every morning our virtual environment had slowed to a grinding halt,” explained Ewald van Zyl, Systems Engineer at PwC South Africa for six years. “We knew it was a problem with the snapshots but struggled to understand how to fix the issue.” Just two weeks after deploying Turbonomic, the team switched the placement actions from recommend to automated, giving the VMs proper resources to handle snapshot processes. “It literally took a few hours and then all of our issues were sorted,” noted van Zyl. “Turbonomic ended up solving an issue we did not know was possible to solve.”

Storage Integration

PwC South Africa utilizes Turbonomic’s storage integration to gain expert control of their EMC® VNX setup. “We had recently lost our storage admin and were planning on extending our LUNs. Turbonomic’s integration with our storage gives us the control to address storage-related constraints,” said Essop. “It is so much more productive than looking into researching the storage alerts ourselves.”

Customer Support

“The support we have received from Turbonomic has been unparalleled,” said Essop. “The team is incredibly responsive and any issue we have—big or small—is quickly addressed and our expectations are accurately managed.”

“Turbonomic has saved us countless hours--it’s like having an additional person on my team.”

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.