

ROCHDALE BOROUGH COUNCIL AUTOMATES FOR TEAM OPERATIONAL RELIEF WITH TURBONOMIC



Reduced Operational Time



Increased Team Productivity



Autonomic Service Delivery



SITUATION

Founded in 1974 in North West England, the Rochdale Borough is comprised of four separate townships: Heywood, Middleton, Rochdale and Littleborough and The Pennines. The Rochdale Borough Council governs the district and is made up of 2,750 employees.

Aidan Myles and Charles Adams, Senior Systems and Network Engineers at Rochdale Borough Council, manage the VMware estate and ensure that their systems remain up and running. Overseeing a nearly 100% virtualized environment with a mixture of blade hardware, Myles and Adams utilize several monitoring programs but were frustrated by the time it took to find the source of any system issues and alerts, let alone resolving these problems after they have already impacted their system.

“We were frequently receiving tickets from our users complaining of slowness in the system,” said Myles. “With the software that we had implemented at the time, it was not obvious where the latency stemmed from and how to resolve it.”

“We really are just dipping our toe in when it comes to full capability—but part of the beauty of Turbonomic is that you don’t have to spend a lot of time with it in order to see it’s value.”

- Charles Adams, Senior Systems and Network Engineer

After a quick web search, the team came across Turbonomic and had the platform downloaded and installed in a matter of minutes. “When we first opened up Turbonomic, we immediately saw not only the issues that we were experiencing but the actions to take in order to resolve them,” said Myles.

COMPANY

Rochdale Borough Council

www.rochdale.gov.uk

CHALLENGES

- *Inability to guarantee performance of mission-critical applications in complex virtual environment with existing tools*
- *Inefficient use of operational resources*
- *Lack of understanding of latency issues and system bottlenecks*

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 we would take a great amount of time hunting down alerts and chasing user tickets," said Adams. "As a small team, Turbonomic has taken a huge load off of us."

The efficiency of the Rochdale team has only improved since they enabled automation of vMotions across hosts and storage. "Automation has been a massive help to us since it's pulled us out of the 'fail-and-fix' cycle," said Myles. "Now we are preventing issues ahead of time."

Additionally, the team utilizes Turbonomic's capacity management in order to forecast an accurate picture of failing over to their DR site. "With Turbonomic we can understand the 'what if' scenario of losing a host and its impact on the cluster," said Adams. "Moving forward that is where we would like to expand our automation and test Turbonomic managing provisioning in our DR environment."

RESULTS

- *Intelligently controlled virtualized workloads for improved performance across environment*
- *Accurately forecast hypothetical infrastructure needs for DR site*
- *Reduced time spent troubleshooting*

"Before Turbonomic we were willing to overspend to ensure system performance and now we do not have to worry about wasting resources to maintain a healthy environment."

**- Charles Adams, Senior Systems and Network Engineer
Rochdale Borough Council**

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.