

CLINIQUES UNIVERSITAIRES SAINT-LUC IMPROVES INFRASTRUCTURE UTILIZATION AND APPLICATION PERFORMANCE WITH TURBONOMIC



SITUATION

Founded in 1976, Cliniques universitaires Saint-Luc is the academic hospital of the Université catholique de Louvain (UCL). The teaching hospital has over 5,000 employees, making it one of the largest employers in Brussels, and is the first European hospital to receive international recognition for the quality of its clinical research.

Olivier Jeuniau, Head of IT Infrastructure, has 18 years of professional IT experience and is responsible for all IT infrastructure components at Cliniques universitaires Saint-Luc. The team leverages VMware vSphere® ESXi™ across HP blade servers and EMC® VNX™ storage. With a 70% virtualized environment, Olivier noted that the hospital has plans to expand its virtual footprint.

A small team providing services to more than 5,400 users, Olivier's team spent a great deal of time manually resolving performance problems, responding to alerts and end-user tickets and being flooded with metrics and system data. Without better control over the environment, the team had difficulty maintaining high levels of utilization without impacting application performance. Knowing there had to be a better, more preventative way to manage the environment, Olivier began to search for a solution.

"Before Turbonomic we were taking a very reactive approach to performance issues. Now we stay ahead of the problems and are able to prevent application performance bottlenecks on our virtualized systems."

– Olivier Jeuniau, Head of IT Infrastructure

COMPANY

**Cliniques Universitaires
Saint-Luc**

www.saintluc.be

CHALLENGES

- *Inability to guarantee performance of mission-critical applications in complex virtual environment with existing tools*
- *Over-utilized infrastructure impacting performance*
- *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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After downloading and deploying Turbonomic, the IT infrastructure team saw immediate benefits in the control system. “We saw performance gains for our virtual machines and quickly realized that Turbonomic was what we were looking for,” said Olivier. “It instantly picked up where we were having IOPS, CPU or memory issues and how to remedy them. We have a better understanding of our environment and are even able to prevent system bottlenecks. We’re seeing improved end-user experience, enhanced by reducing under and overutilization of resources.”

As a major hospital, it is crucial to maintain performance of its Electronic Medical Record (EMR) platform, running on Citrix XenApp®. “Our Citrix farm has a peak usage of 1,600 concurrent users, and since those users are doctors and medical staff, it is imperative that we ensure it is continuously available and running,” said Olivier. “Our virtual environment is now very stable and we worry less about downtime as well as spend much less time troubleshooting. We are back in control of our environment.”

RESULTS

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

“Turbonomic has only continued to improve our environment and resource allocation. We’ve seen endless system improvements.”

**- Olivier Jeuniau, Head of IT Infrastructure
Cliniques Universitaires Saint-Luc**

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.