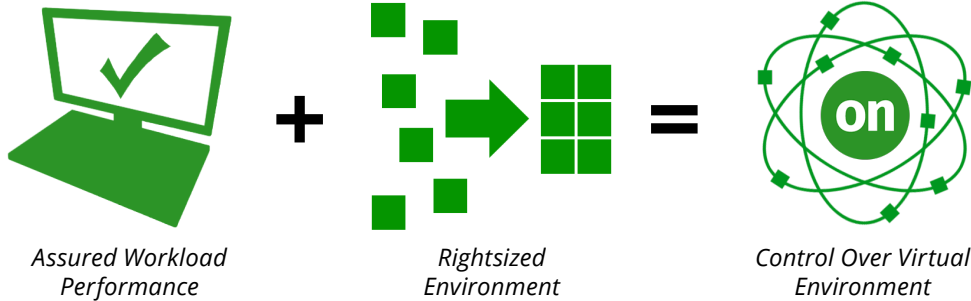


W.W. NORTON IMPROVES PERFORMANCE WITH TURBONOMIC



COMPANY

W.W. Norton

www.wwnorton.com

CHALLENGES

- *Inability to control performance of mission-critical applications in rapidly expanding virtual environment with existing balancing tools*
- *Disruption of virtualized workloads due to resource contention and system congestion*
- *Inefficient use of virtual and human resources*

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*

SITUATION

For nearly a century, W.W. Norton has been a leading American publishing company, publishing fiction, nonfiction, poetry, textbooks, cook books, art books, professional books and much more. Based in New York City, the company has an annual publishing list of more than 400 titles distributed across the globe.

CJ Pacelli, Systems Engineer at W.W. Norton, has more than 15 years of IT expertise and is responsible for the company's virtualized system. After coming on board at W.W. Norton, CJ realized immediately that their environment was experiencing major performance issues, yet was also overprovisioned.

"We were concerned about having enough resources to assure workload performance, but across the environment we were completely tapped out in certain resources, memory was over 90% on all my servers and we had serious space issues on our data stores," said CJ. "Every now and then a host would crash, bringing its VMs down with it. We didn't have enough space to HA to other hosts. I was new to the company and didn't have insight into the system's history, and spent a great deal of time manually finding and addressing system problems."

"Essentially we were triaging issues, which servers were most important and how can we address those problems first. Now we have a control mechanism in place with Turbonomic and don't have to worry about problems cropping up."

- CJ Pacelli, Systems Engineer

"You could say we were in a bit of crisis at that time, and once we got Turbonomic up and running it was clear just how overprovisioned our machines were," said CJ. "The software began generating actions immediately, telling us where memory could be reduced or reallocated, beginning to lighten the load on our servers."

ACI WORLDWIDE ELIMINATES UNCERTAINTY WITH TURBONOMIC

“Within one week, and after automating Turbonomic, we were able to dial everything back, reclaiming those resources we needed from resized virtual machines. We started to see performance improvements across the board.”

“Since automating, I honestly haven’t heard a peep from anyone about performance,” said CJ. “We’ve rightsized our entire environment, the software knows exactly when to make those changes and is keeping our system healthy.”

PREPARING FOR THE FUTURE

“We are growing and finally have the space to do so,” said CJ. “There’s more confidence around being able to move forward, particularly when it comes to capacity planning. We don’t make ad hoc guesstimates anymore, we know exactly what we need, when we will need it and have the flexibility to run different scenarios to prepare for our continued growth.”

RESULTS

- *Intelligently controlled virtualized workloads for improved performance across diverse environment*
- *Reclaimed resources to improve workload performance and utilization*

“Before Turbonomic, the environment was almost completely full. Since automating, we’ve reclaimed an entire node of resources, and no longer need to worry about outages. I have no alerts, performance is great and we are seeing the right amount of utilization.”

- CJ Pacelli, Systems Engineer, W.W. Norton

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.