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Case Study:
ROI for the CIO - Capacity Management

Challenge

A financial services organization was experiencing unprecedented success – record business, strategic acquisitions, and continued growth into new markets. IT was a crucial piece of that growth and success.

The overall cost of IT, however, was skyrocketing. A distributed environment combined with a reliance on virtualization technology led to considerable sprawl – a lot of systems with unused, excess capacity.

On top of this excess spend, there was a business risk for outages or performance slowdowns on critical services and the infrastructure that underpinned them.

The obstacle was implementing processes and tools that would help manage the sprawl and avoid costly incidents.

Solution

The organization decided that investing in a formal Capacity Management process could help save millions of dollars in IT costs as well as minimize the business risk of outages to key services. The centerpiece of the project was to choose a software solution that would help the company maximize the ROI while automating most of the key functions, freeing up analyst time for more strategic initiatives.

A Request for Information (RFI) was sent to leading Capacity Management vendors. After a presentation of the Syncsort™ Capacity Management solution to key stakeholders, a proof of concept (POC) was scheduled. The POC was completed quickly, and Syncsort™ Capacity Management was chosen by the organization to cover their Unix, Linux, VMware, storage, and Db2 infrastructure. peak window, and finally an analysis of several days where 100% CPU utilization was hit during the batch window was performed.

Results

The organization, through the use of Syncsort™ Capacity Management, has over the course of three years:

- Avoided over 100 Priority 1 outages, which the organization valued at $24M
- Made decision using predictive analysis to purchase Power E870 systems instead of Power E880 systems, saving $800K
- Saved $3.8M in overall IT spend, through lower maintenance, less power/cooling, and fewer hardware/software licenses
- Been able to investigate and more quickly resolve incidents involving storage, disk, and application processes
- Implemented more strategic approach to purchasing hardware, software, and other infrastructure

Next up for this customer is to use Syncsort™ Capacity Management Integrator to bring Application Performance Management (APM) data into the Syncsort™ Capacity Management Information System (CMIS) in order to analyze and troubleshoot performance issues within transactions.

Learn more about Syncsort™ Capacity Management by visiting www.precisely.com