



Runecast Case Study



Company

Telit

Website

www.telit.com

Industry

IT - IoT enablement

Location

London, UK

Employees

1100+

Overview

Telit - a global enabler of the Internet of Things (IoT) - relies on Runecast Analyzer to meet their systems uptime goals and business SLAs. It enables them to keep their data centers more secured, reduce risks and saves them multiple thousands of dollars per year in time and external resource costs.

"The major benefits delivered include helping us to maximize our investment and reducing business risks, plus saving us multiple thousands of dollars per year in time and external

Runecast Analyzer – Enables Telit to Maximize VMware Investments and Mitigate Business Risks

Summary

Telit (AIM: TCM), a global enabler of the Internet of Things (IoT).The company offers the industry's broadest portfolio of integrated products and services for end-to-end IoT deployments – including cellular modules, IoT connectivity plans and IoT platform services. Telit helps reduce risks, time to market, complexity and costs associated with deploying and providing IoT services across industries and vertical markets worldwide. Telit has four core values that play a key role in ensuring their customers' success: business scalability, ease of integration, investment protection and world-class quality. To support these core values, as well as its 1100 employees worldwide with 42 sites and 7 data centers, Telit's IT infrastructure must operate as optimally as possible with high availability

Challenge

As Telit's business continues to grow, so does its infrastructure and the group requires a solution that would be proactive and solve issues even before they happen within its VMware vSphere 6 environment. "We use a multitude of monitoring and reporting solutions - such as Veeam ONE, Solarwinds Storage Manager and VMware vRealize - but none of them provide alerting against the VMware knowledge base (KB)," explained Itzik Menashe, Telit's Global IT Director, responsible for all Telit's IT infrastructure. "Telit has a small IT team that manage large scale, global data centers. We required a solution that would remove the enormous manual processes and human involvement to continually monitor and check against the VMware KB to ensure our VMware vSphere environment doesn't suffer any outages."



2164R - Kemp House, 152 City Road,
London EC1V 2NX, UK

innovate@runecast.com
www.runecast.com

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HIGHLIGHTS

- Mismatch versions of ESX in the same clusters
- Driver issues and difference between ESX
- Availability issues related to wrong NTP setting
- Logs matched to an issue reported in a KB
- Security visibility

Solution

Yuri Yavnik, Telit Virtualization Infrastructure Manager, tested Runecast Analyzer in a proof of concept (PoC). "We only test new solutions in a PoC and deploy them where we can have a solid relationship with the vendor who listens and helps us to ensure fast adoption. Working with Runecast is a real pleasure and we view them as our partners rather than just a vendor," commented Yuri Yavnik. "Deploying Runecast Analyzer was not time consuming at all. It took less than 30 minutes to deploy, including learning the dashboard and features." Runecast Analyzer is a proactive VMware vSphere management solution that installs as an OVA format virtual appliance. Runecast Analyzer uses current VMware Knowledge Base articles and internal Runecast expertise to analyze the virtual infrastructure and expose potential issues and best practice violations, before they cause major outages. Telit uses Runecast Analyzer on daily basis for all aspects of their infrastructure to ensure compliance with the VMware KB and best practices. "It helps us to be proactive and verify our datacenters and Telit's CNS infrastructure is deployed per VMware best practice," stated Itzik Menashe. "It ensures we meet our systems uptime goals and SLA by proactive monitoring. It also helps us to make our data centers more secured thus reducing risks. With Runecast Analyzer, we reduce the costs of Telit's human resources and the cost of external consultants. Plus it negates the need for VMware expert environment checks and reports."

Benefits

In just a few months, Runecast Analyzer has prevented dozens of issues for Telit. "The major benefits delivered include helping us to maximize our investment and reducing business risks, plus saving us multiple thousands of dollars per year in time and external resource costs. Runecast Analyzer helps us to focus on important tasks and mitigation instead of wasting time in forums, searching or reading non-relevant KBs. The criticality scores highlight the priorities and tasks that were neglected are now easy to solve and remove the 'blinkers' we had before," concluded Itzik Menashe.