

Jordan's Furniture Improves Performance and Efficiency with SIOS iQ IT Analytics Software



SIOS iQ identifies root cause of datastore latency issue, improves efficiency of VMware environment

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– Ethan Peterson, Network Engineer at Jordan's Furniture



Founded in the early 1900s, Jordan's Furniture is a leading Massachusetts-based furniture retailer with locations throughout New England. The company is known for its innovation with each store offering a unique experience including IMAX 3D Theaters, Liquid Fireworks, and Motion Odyssey Movie (MOM) rides.

Their IT department continuously improves its infrastructure to keep its business operations running efficiently and cost-effectively. "Just knowing that our systems are operational is not enough," said Ethan Peterson, Network Engineer, Jordan's Furniture. "To ensure we can deliver excellent service to our customers, we need to ensure our IT operations are fast, reliable, and optimized for efficiency."

The company's VMware vSphere infrastructure includes 115 virtual machines on seven blade servers running a wide range of applications, including domain controllers, SQL Server databases,

Exchange/Outlook, Web servers, and telecommunications applications.

The Challenge

The Jordan's Furniture IT department needed an IT analytics solution that would provide a view across their infrastructure and enable them to find and resolve issues and inefficiencies quickly and easily. "We wanted an easy-to-implement, cost-efficient solution that would allow us to be proactive – resolving issues before they become serious," said Peterson. "We wanted one place to look to check the state of our operations, identify wasted VM resources, get solutions to performance issues, and predict our capacity utilization for accurate budgeting.

They had used threshold-based monitoring and analytics tools but found that they inundated IT with alert storms and required complex dashboards without providing recommendations for resolving issues.

These tools only monitor individual infrastructure “silos” – network, application, or storage – leaving IT to gather data from a variety of sources and manually determine the causes of problems and best steps to resolve them.

While VMware vRealize Operations Management (vROps) would have provided a more comprehensive view of their environment, it was too costly and complex for an organization their size.

The Power of Machine Learning

Jordan’s Furniture implemented SIOS iQ machine learning analytic tool simply by downloading an OVA file that installs a lightweight virtual machine. “We had SIOS iQ up and running in 15 minutes,” said Peterson. Patented machine learning technology in SIOS iQ immediately “learned” the behavior patterns of interrelated objects in their environment and began analyzing normal versus anomalous behavior patterns. It automatically provided key insights and actionable recommendations for improvements.

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When Jordan’s Furniture encountered a hard-to-diagnose issue related to latencies on a critical datastore, SIOS iQ was the first place they checked.

With one click, the Jordan’s Furniture IT team was able to understand the issue and take action to maintain their target application service levels. SIOS iQ instantaneously provided a real-time topology map of the infrastructure that indicate that six VMs were linked to the same datastore. SIOS iQ identified the specific VMs and recommended that their workloads be rebalanced to a different datastore.

Making Informed Decisions Saves Money

The Jordan’s IT team used SIOS iQ to make an informed decision about whether to purchase storage acceleration hardware. SIOS iQ instantly determined whether an application performance issue they were facing could be improved by the use of storage acceleration such as host-based caching, all-flash arrays, or hybrid storage. It recommended changes that addressed the root cause of the performance issue that would result in higher performance gains without the need to purchase additional hardware. With SIOS iQ, Jordan’s Furniture was able to improve performance without wasting time and money.

Eliminating Wasted Resources

SIOS iQ also helps Jordan’s Furniture eliminate wasted resources by identifying and eliminating unnecessary snapshots. “It’s an easy, accurate way to quickly ensure our operations are efficient and that we right-size our VMs for optimal performance,” said Peterson.

About SIOS Technology Corp.

SIOS Technology Corp. makes software products that provide the insights and guidance IT managers need to optimize and protect business critical applications in large, complex data centers.

SIOS iQ is a machine learning analytics software that helps IT managers optimize performance, efficiency, reliability, and capacity utilization in virtualized environments. SIOS SAN and SANLess software is an essential part of any cluster solution that provides the flexibility to build Clusters Your Way™ to protect your choice of Windows or Linux environment in any configuration (or combination) of physical, virtual and cloud (public, private, and hybrid) without sacrificing performance or availability.

Founded in 1999, SIOS Technology Corp. (<http://us.sios.com>) is headquartered in San Mateo, California, and has offices throughout the United States, United Kingdom, Singapore and Japan.



www.us.sios.com
@SIOSTech | +1.650.645.7000