



Runecast Case Study



**Company**

Indonesian Cloud

**Website**

[www.indonesiancloud.com](http://www.indonesiancloud.com)

**Industry**

Information Technology

**Location**

Jakarta, Indonesia

**Employees**

~100+

**Overview**

Established in 2011, Indonesian Cloud is an independent cloud service provider, specializing in the delivery of managed IT services based around the principle of on-demand, dynamic, and pay-per-use.

---

*"We needed audit tools that could scan our cloud environment and give a suggestion/solution how to match our cloud with VMware best practices and we found all that in Runecast Analyzer"*

---

# Indonesian Cloud increases efficiency and audit readiness

## Summary

As a company with a strong commitment to customer satisfaction and responsible business practices, Indonesian Cloud is guided by its mission, which is to be Indonesia's most trusted, most reliable, and most secure local cloud provider. Indonesian Cloud operates under a publicly published company code of conduct and publicly publish its service level and penalties under a "full disclosure" policy.

Reza Kertadjaja is Chief Operations Officer at Indonesian Cloud.

## Challenge

To be confident in meeting their publicly available service levels, Indonesian Cloud needed a solution that could report the state of the production environments and how it fared compared to the industry best practices. They needed a solution that could pinpoint an issue long before it causes any impact to customers.

"Our customers rely on us to provide them with the IT systems they require to run their business and stay competitive, said Mr. Kertadjaja. "As such, these systems are critical to our customers success and we pride ourselves in providing a world class service. Any impact to the service we provide would be a knock to our reputation and it is something we work very hard to avoid," said Reza Kertadjaja.

By leveraging Runecast Analyzer, Indonesian Cloud was able to proactively resolve numerous high profile issues which in a matter of minutes, a task which would normally take months to complete. In addition, the audit readiness has been vastly improved and Indonesian Cloud has complete visibility over the compliance of all their systems.



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

[innovate@runecast.com](mailto:innovate@runecast.com)  
[www.runecast.com](http://www.runecast.com)

## Runecast Case Study



### HIGHLIGHTS

- Resolved numerous high-profile issues in minutes
- Discovered unknown configuration issues
- Alignment with VMware Best Practices
- Audit-readiness vastly improved
- Complete visibility over compliance

## Solution

Indonesian Cloud spent a great amount of time searching for a solution that would make their environment more robust from a configuration point of view. They trialed a few solutions, but none could meet their requirements when it came to results and ease of use. "When we started testing Runecast Analyzer, I was amazed by the number of issues we were able to find and resolve in a very short time. The report showed us where the issues were, how to fix them and even prioritized them in an easy to understand form. For example, the issue described in KB1027511 was detected on a number of Linux virtual machines. We could then quickly remediate it and easily improve the network performance a big number of VMs," commented Mr. Kertadjaja.

Runecast Analyzer also discovered a NIC card firmware-driver mismatch, resource pool and VMs as siblings in some of the vSphere clusters, which was not in line with Best Practices. The issue caused ineffective prioritization of CPU and Memory resources. "As with all discoveries, Runecast showed the exact affected objects and the detailed description of issue and resolution so we could easily find and fix the problems."

## Benefits

Runecast Analyzer enabled Indonesian Cloud to review their environment and compare it against vendors' best practices in a fraction of the time it would have ordinarily taken. After all the major potential issues have been resolved, the Indonesian Cloud environment is much more robust and the company is confident in meeting all its internal and external Service Level Agreements.

"We needed audit tools that could scan our cloud environment and give a suggestion/solution how to match our cloud with VMware best practices and we found all that in Runecast Analyzer," concluded Mr. Kertadjaja.