ONI

Company
ONI PLC

Website
www.oni.co.uk

Industry
Data center service provider

Location
UK, worldwide services

Employees
~75

"Using Runecast to help identify and mitigate any potential issues helps ONI to deliver a business assured service for it's cloud customers. Delivering 100% uptime is a core ONI value and preventing potential issues from becoming service related issues is a key reason for ONI selecting Runecast."

ONI Reduces Downtime and Increases Security with Runecast Analyzer

Summary

ONI is a leading provider of IT solutions and services to both the public sector and commercial markets. Privately owned, ONI offers a comprehensive range of on-site, cloud, and hybrid technology solutions. ONI Cloud services are delivered from their own Tier 3+ Data Centre, located in the SE of England, and include infrastructure, Disaster Recovery, Unified Communications, Collaboration and Contact Centre solutions as-a-service.

Gordon Howes is a Cloud Service Manager with ONI PLC.

Challenge

The ONI IT team manages 5 vCenters with 50+ hosts which include Management hosts, Disaster Recovery hosts and IaaS hosts. As a service provider, ONI relies on uptime and performance as key indicators of business success and maintaining their public reputation, so it is critical that they stay on top of any issues that could potentially compromise these elements.

"As our cloud grew, identifying all these issues and to what they applied became an increasingly more arduous task," said Mr. Howes.

HIGHLIGHTS

- Zero issues/VMware incidents across 5 vCenters and 50+ hosts

- 70-80% man-hours time savings

- Over 100 issues detected and fixed

- Increased security compliance

Solution

The IT team spotted Runecast at VMworld Barcelona and appreciated that Runecast was not only a monitoring tool, but also correlated actual KBs from VMware and alerted the ONI IT team to parts of the environment that were susceptible to issues. ONI ran an evaluation against both the production and development platforms and the Runecast Analyzer was fully deployed and configured within one hour.

Despite already meeting high quality standards and being built by VCP qualified experts, Runecast Analyzer found over 100 issues in ONI's platform such as PSOD, open ports, non-redundant NIC configurations, Network driver issues. The team quickly fixed many of them with a single configuration change described in the "Resolution" section of Knowledge Base the Analyzer found. The software from Runecast has positively impacted ONI in several areas.

Runecast Analyzer initially discovered more than 100 issues, some of which were deemed critical (PSOD, open ports, Network driver issues).

By deploying Runecast, ONI has reduced their typical 2 issues per month to 0. Runecast Analyzer helps them to dentify areas that are noncompliant against VMware security hardening rules.

The Analyzer frees up time for the ONI virtualization team and reduces the amount of time to identify the root causes of issues, allowing the team to work on other important tasks associated with customer support and company growth.