

Case Study: Department of Veteran Affairs

Implementing Enterprise Tooling Provides a Holistic View into Application and Infrastructure Performance across Multiple Datacenters

Opportunity

Department of Veteran Affairs (VA) was looking to increase visibility into 5 major data centers and many other smaller regional data centers. The goal was to gain complete end to end visibility into the application and infrastructure. This was a challenging effort due to the complex heterogeneous environment and the number of people that must be involved to properly deploy and configure the monitoring solutions.

Solution

RFD & Associates, Inc. (RFD) was selected to lead this project, and brought in a team of skilled performance management individuals to implement the enterprise tooling. There are a total of 25 resources on this team that cover application, infrastructure, and network performance, along with automated discovery, integration and dashboarding.

For the implementation, the VA staff took a forward thinking approach, realizing that no single tool would be able to cover every possible facet that was needed to give them the end to end visibility they were looking for. To address this challenge, the solution implemented covered many technology vendors and software specialties. To accommodate VA's requirements, the best of breed was selected for this implementation, including CA Technologies, AppDynamics, Microsoft, RiverBed, ServiceNow, ElasticSearch, Edge Technologies, Denodo, and more.

RFD's initial role was to fulfill the application performance needs within the VA but after some time, the VA realized that RFD's influence with the team would be better suited as project lead in order to direct resources and work with the tooling vendors to get more strategic results.





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Results

To ensure project success, RFD put processes and automation in place to speed the implementation and onboarding effort and increase the time to deploy and assigned a dedicated team to every location. As a result of the implementation efforts, the VA has experienced results that include:

- Reduced mean time to resolution
- Increased insight to network performance for the enterprise monitoring team
- Simplified issue identification, allowing the VA to identify issues proactively and address issues before they impact the end user
- Improved access by allowing representatives inside the data centers to have full access to all of their performance and availability data, often times allowing them to trace issues across inter-dependent systems for a holistic view

While the initial effort for this project began in 2010, to this day it continues to evolve due to changes and onboarding of new locations into the environment.

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