BLUEDOME
Ensures Customer Confidence And Satisfaction With SpringSource Hyperic

BlueDome
Internet Application Services

SPRINGSOURCE RESULTS

Hyperic delivers the following business results to BlueDome:

- Meeting High SLAs for Mission-Critical Applications – 99.95% uptime
- Faster Problem Solving
- Higher Productivity – saves 30% of time
- Fast Addition of New Servers – only 20 minutes vs. 4-6 hours
- Rapid Ramp Up on New Customer Applications
- More Cost-Effective New Releases for Customers – 25% cost savings
- More Effective VMware Management
- Superior Application Quality for Customers

TESTIMONIAL

"Hyperic saves 30% of our time, because we do not have to spend time researching the causes of problems, looking into log files or error files … This saves us time that we can spend more productively, improving the quality of our application management system, as well as our customers' applications."

"Hyperic is a competitive advantage for us because we can provide more detailed information on application performance to our customers."

"Hyperic ultimately saves our customer 25% on the cost of releases because they don't have to keep building new releases to fix bugs they find in production. With Hyperic, we can notify the customer or web developer about the issues before we go into production."

BlueDome

BlueDome Internet Application Services, based in the Netherlands, monitors, manages and hosts websites and web applications to deliver the highest uptime. BlueDome manages the hardware, operating system and the complete application, including deployment of new releases of applications. In addition, the company also provides the BlueDome Application Service Environment (BASE), a high-end hosting platform designed specifically for applications and websites. BlueDome serves customers in various eCommerce fields, offering SLAs that guarantee 99.95% uptime and 24 hour service for mission-critical web applications and websites.

Challenge

"Before Hyperic, we used monitoring tools like Nagios and SNMP," recalls Marcel Ravenshorst, Commercial Director for BlueDome, "but these tools only monitor availability. They only tell us whether an application is up or down, which is reactive – and we wanted to be proactive. These tools did not allow proactive analysis of system resources or other application utilization."

In addition, the information BlueDome could gain from the tools was limited. For example, the tool may show CPU usage is increasing but could not point out the actual source of the problem in the application.

"The previous tools provided no information for troubleshooting," says Ravenshorst. "We had to look at the systems themselves, searching through log files, but even logs don't give us much historical data."

"Consolidating our monitoring into one portal was important to us," he adds. "The number of servers are increasing, especially with virtualization. If we have to manage all those servers on the systems themselves, it would be almost impossible. We needed a tool with a centralized console for all the servers we manage."

Solution

To consolidate monitoring onto one platform, BlueDome deployed SpringSource Hyperic, the leading web application performance monitoring and management software. BlueDome currently uses Hyperic to monitor a majority of systems, including all customer applications and the company's VMware virtual environment. The ultimate objective is to rollout Hyperic to all systems.

"We compared Hyperic with other workflow-based software and other tools that include monitoring and helpdesk functionality, and we chose Hyperic because it is focused specifically on application monitoring and management," Ravenshorst says. "Hyperic is the best tool for this task."

"Hyperic is very intuitive," he continues. "It is very easy to learn and use. In addition, we don't have to change our processes and procedures to use Hyperic. With other tools, we would have to adapt our way of working to the software."

Benefits

SPRINGSOURCE HYPERIC DELIVERS THE FOLLOWING
BUSINESS RESULTS TO BLUEDOME:

Meeting High SLAs for Mission-Critical Applications
Hyperic helps BlueDome meet its strict uptime SLA of 99.95% and keep mission-critical customer applications up and running. By providing more application performance metrics and the ability to drill down to find the source of the problem, Hyperic empowers BlueDome to be proactive and solve performance issues before they impact application availability.

Faster Problem Solving
With Hyperic, BlueDome is able to troubleshoot performance and availability problems and solve them much faster, because it provides more in-depth historical information on usage and the state of the environment. For example, if there is a problem with a new application release, Hyperic allows BlueDome to look back at a point in time before the release was deployed, to better understand what happened.

Higher Productivity
"Hyperic saves 30% of our time, because we do not have to spend time researching the causes of problems, looking into logs or error files," Ravenshorst confirms. "When using Hyperic, we can also give the customer or the web developer access to a web portal where they can look at the metrics and solve some issues themselves. This saves us time that we can spend more productively, improving the quality of our application management system, as well as our customers' applications."

Fast Addition of New Servers
"The ease of installation was one of the reasons we chose Hyperic," says Ravenshorst. "Adding a new server was very easy to do with Hyperic – it only takes about 20 minutes. We tested several products before choosing Hyperic, and the other options took 4-6 hours per server. The speed of installation is important because our customer environments are growing and we are adding new customers. Once Hyperic is rolled out to all our systems, we will have to add several servers per week."

Rapid Ramp Up on New Customer Applications
Since BlueDome does not build the customer applications, they need as much information as possible about application performance, so they can manage the application properly. Ravenshorst says Hyperic is critical because it provides the important details they need to understand the application and ramp up quickly with new customers or new applications from current customers.

Competitive Advantage
"Hyperic is a competitive advantage for us because we can provide more detailed information on application performance to our customers," Ravenshorst explains. "Most of the hosting companies only manage the hardware and operating system, and the application is managed by another party, but we manage the application as well – and with Hyperic we can do it better."

Greater Customer Confidence and Satisfaction
"Customers have higher confidence in their environment and the performance of our company because we can give them more information and solve problems, rather than pass off responsibility and blame the application," Ravenshorst states. "The more information we can provide them, the more they feel at ease about the performance of their environment, the higher the confidence, and the more they know that we have it under control." In addition, Ravenshorst says Hyperic allows them to communicate with the customer better via comprehensive reporting capabilities and web-accessible customer portals, which all contribute to greater customer satisfaction.

More Cost-Effective New Releases for Customers
"When deploying new releases for our customers, time to deploy is much faster with Hyperic than it was before, because we get more information on the performance of the release, and we get it sooner," explains Ravenshorst. "This reduces the number of additional software releases, and Hyperic ultimately saves our customer 25% on the cost of releases because they don't have to keep building new releases to fix bugs they find in production. With Hyperic, we can notify the customer or web developer about the issues before we go into production."

Superior Application Quality for Customers
In a similar way, Hyperic helps improve application quality for BlueDome's customers because it allows BlueDome to provide the developers with information to solve performance problems in the next release, therefore improving application quality with each generation of the application. "With Hyperic, it is very easy to see all the issues, drill down to the real problem, and see what needs to be improved," says Ravenshorst. "In addition, this improves our relationship with the web developers – whether they are working for the customer or a third-party vendor – so we can work together better as a joint effort. This is an added advantage to our customers."

More Effective VMware Management
Hyperic also helps BlueDome manage and optimize the company's virtual environment, offering standard templates within Hyperic to simplify the use of VMware. Ravenshorst says virtualization is important because it gives BlueDome more flexibility to increase the amount of resources, such as CPU and memory in case of peak performance during marketing campaigns. They can scale up or down, based on customer needs, to make the service more flexible. In addition, the ability to move Virtual Machines to other servers or even other data centers enables BlueDome to more effectively guarantee uptime for customers. He also notes that consolidation of hardware via virtualization, saves on power in the data center.

About SpringSource

SpringSource, a division of VMware, Inc., (NYSE: VMW) and the leader in Java application infrastructure and management, provides a complete suite of software products that accelerates the entire build, run, manage enterprise Java application lifecycle. SpringSource employs the open source leaders who created and drive innovation for Spring, the de facto standard programming model for enterprise Java applications. SpringSource also employs the Java and Web thought leaders within the Apache Tomcat, Apache HTTP Server, Hyperic, Groovy, and Grails open source communities. Nearly half of the Global 2000, including many world-leading retail, financial services, manufacturing, healthcare, technology and public sector clients are SpringSource customers. For more information visit: www.springsource.com.