

THE RACKSPACE CLOUD

Automates Monitoring of 1,000+ Servers with SpringSource Hyperic

THE RACKSPACE CLOUD



SPRINGSOURCE RESULTS

Hyperic delivers the following business results to The Rackspace Cloud:

- High System Availability & Greater Scalability
- Reduced Administrative Time—cut by hours per day
- Rapid Response Time & Faster Troubleshooting
- Optimized Resources to Handle Spikes
- Superior Customer Experience

TESTIMONIAL

“Hyperic gives us better visibility into our system, so we can react to internal problems before they become external problems – and that increases system availability. Hyperic monitoring helps us keep our network up and running.”

“Hyperic saves hours a day that I would have to dedicate to checking all our different systems to make sure everything is working.”

“Customers are paying us to keep their sites live and fast, and we provide them with a 100% network uptime, backed by a stringent service level agreement. Having Hyperic in place helps to make sure that all systems are go, and we can keep our commitments to our customers.”

The Rackspace Cloud

The Rackspace Cloud, a division of Rackspace Hosting based in San Antonio, Texas, provides on-demand scalable website, application and storage hosting, enabling developers and IT managers to minimize the hassles, investments and ongoing costs associated with dedicated hardware, while offering the ability to cost-effectively scale hosting resources.

Challenge

“It is extremely critical to our customers to have our systems up and running,” explains Chris Bartels, System Monitoring Engineer, The Rackspace Cloud. “They put their trust in us to manage their infrastructure. If we have an outage, our customers could lose a lot of traffic and potentially a significant amount of money. It is mission critical for us to monitor our systems and ensure they are running properly.”

Rackspace Cloud chose Hyperic to internally monitor and manage over 1,000 servers to provide the single point of truth for the availability, reliability and performance of their infrastructure. Before Hyperic, The Rackspace Cloud used multiple monitoring tools to keep track of the Cloud Sites servers, but these tools did not meet its needs. According to Bartels, each one of those monitoring products did one task well, but The Rackspace Cloud needed multiple monitoring products to cover the various components of their unique cloud infrastructure. In addition, he points out that none of the previous monitoring products were designed to handle clustering or other cloud-related techniques.

“We needed more advanced configuration with auto-discovery,” Bartels explains. “We put 40-50 servers into rotation at one time, and we don’t have time to configure everything manually.”

“We needed a monitoring system built specifically to handle cloud infrastructure where virtual and physical environments are managed in one correlated view,” he adds. “Application dependencies that span services, operating systems, hardware and networking need to be automatically discovered and monitored, and Hyperic delivers these capabilities in a cost-effective solution.”

Solution

The Rackspace Cloud deployed SpringSource Hyperic, the leading web application performance monitoring and management software, to manage more than 1,000 Cloud Sites servers.

“With Hyperic, we have one system to monitor everything, rather than having to manage multiple monitoring tools,” Bartels says. “Hyperic is the only system we found that addressed all of our main concerns.”

Service

The Rackspace Cloud also maintains a tech support contract with SpringSource, the company behind Hyperic.

“I have never had an issue that the SpringSource support staff couldn’t solve,” Bartels notes. “The people employed at SpringSource are amazing. They have always been able to quickly find an answer to our questions. Support teams for open source technologies, and even for many commercial products, are not as well-trained and experienced in operations as Hyperic’s support team.”

Benefits

SPRINGSOURCE HYPERIC DELIVERS THE FOLLOWING BUSINESS RESULTS TO THE RACKSPACE CLOUD:

High System Availability

“Hyperic gives us better visibility into our system, so we can react to internal problems before they become external problems – and that increases system availability,” Bartels confirms. “Hyperic monitoring helps us keep our network up and running.”

Greater Scalability

The Rackspace Cloud has experienced significant growth, and Hyperic helps make The Rackspace Cloud more scalable by automating and accelerating the process of deploying and configuring and monitoring new servers.

Reduced Administrative Time

“Hyperic saves us a lot of administrative time,” Bartels says. “Without a solution like Hyperic, I would have to check everything manually. Hyperic saves hours a day that I would have to dedicate to checking all our different systems to make sure everything is working.”

Rapid Response Time

Hyperic alerts typically enable The Rackspace Cloud team to react to performance issues quickly, before an issue becomes a serious problem and allows them to quickly view what is happening within the system that might impact performance. “Hyperic enables us to be proactive instead of reactive,” Bartels says. “If we didn’t have a solution like Hyperic, we wouldn’t have as much visibility into what is going on internally.”

Faster Troubleshooting

Hyperic also enables The Rackspace Cloud team to pinpoint the root causes of problems faster, so they can quickly solve issues. “Prior to Hyperic, it was more difficult to determine root cause,” Bartels says. “Now we can quickly pinpoint and resolve issues.”

Optimized Resources to Handle Spikes

When customers experience traffic surges, The Rackspace Cloud has a time-intensive responsibility to add more nodes to a cluster to ensure that the servers can handle the load. Hyperic alerts the team immediately when issues arise, so they can help keep customer sites up and running even during unexpected spikes.

Superior Customer Experience

“Hyperic helps us to ensure a positive customer experience,” Bartels states. “The majority of what we monitor is our customer-facing web heads, and Hyperic enables us to see how performance issues directly impact our customers.”

“Customers are paying us to keep their sites live and fast, and we provide them with a 100% network uptime, backed by a stringent service level agreement,” Bartels adds. “Having Hyperic in place helps us to make sure that all systems are go, and we can keep our commitments to our customers.”

Reduced Manpower Costs

“Hyperic saves us from having a team of people that do nothing but monitor the monitoring systems to make sure they are running as they should be,” Bartels concludes. “Now we can handle it with approximately a quarter of the resources. Clearly this saves the company money and allows us to focus on our core business versus troubleshooting.”

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 accelerate 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 of the world’s leading retail, financial services, manufacturing, healthcare, technology and public sector clients are SpringSource customers. For more information visit: www.springsource.com.



North & South America
+1 877-486-9273

Europe/Middle East/Africa
+44 1276 414300

Asia Pacific
+61 284040150