PROFILE

Your public works company has two data centers. A few months ago, you decided to outsource the management of those data centers, and all your servers as well, to a cloud computing service. Since then, you have lost sight of your flows.

GOAL

The H5-Appliance that you recently deployed gives you back your end-to-end visibility of the application flow volumes entering and leaving the two data centers intended for your agencies.
You also want to be able to assess on a case-by-case basis the user experience within each agency, as well as to challenge both your outsourcer and operator with respect to the quality of service actually delivered.

Multi-Datacenters applications Performance

An H5-Appliance has been installed on each data center's WAN access point. In addition to the multiple volume metrics, the two H5-Appliances provide you with application performance metrics that can also be viewed in a consolidated fashion on a single console (H5-Dock graphical application) from a single point and on a common interface, H5-Performance Reporter, for all actors.

The application (H5-Dock) will provide your teams with a global, consolidated view of your application flows' "connection setup time" or "round trip time" metrics, whether the servers are hosted at the first or second data center. These two metrics make it possible to determine which agencies are most affected by poor response times, and to quickly determine whether you should call upon the operator or the outsourcer for each incident, on a case-by-case basis.

The consolidation of performance metrics is particularly useful in the context of this approach, particularly when the data centers fulfill similar tasks with comparable resources, since response time as a metric is particularly reliable and difficult to challenge.