Red River and BMC Deliver Visibility, Improve Performance

While the benefits of multi-cloud environments are plentiful, challenges remain that can hamper an organization's ability to move forward with their digital transformation.

Many organizations struggle with visibility, as communication between and insight into these environments are far more complex that traditional infrastructure. The more transparent the system, the easier it is to make adjustments, plan for future needs and remedy incidents as they arise.

One large federal customer approached Red River with this exact issue: how can they improve the visibility into their applications and overall infrastructure environment to improve performance and recovery times?

Red River, in partnership with BMC, started with a solution to map application and service dependencies. Red River implemented BMC Discovery, which automates asset discovery and dependency mapping, across the organization's five major data centers covering more than 40,000 assets. This allowed the customer to see end-to-end flows of the environment, granting them the ability to better troubleshoot and operationalize staff.

Previously, in the event of a failure, it could have taken the organization weeks to find, troubleshoot and fix the issue. With Red River's BMC solution in place, for the first time the customer has a true mapping of what services made up their IT environment. With this information, they have significantly reduced recovery time, created a true run book, and developed a disaster recovery plan to enable for business continuity.

With initial transparency efforts in place with BMC Discovery, Red River focused on addressing the issue of capacity optimization. The federal healthcare customer was largely reactionary when it came to their infrastructure – a lack of transparency left a fractured view of their overall storage and capacity usage, which made forecasting difficult and resource planning near impossible.

Red River architected a solution utilizing BMC's TrueSight, a AIOps platform that analyzes all infrastructures (on-premises, private and public cloud), monitoring and service desk information. Then, using machine learning and algorithms, TrueSight detects patterns to predict performance issues, speed root cause analysis, dynamically allocate capacity and reduce MTTR spikes.

Based on best practices and specific customer needs, Red River's implementation of TrueSight – from planning, installation and initial report building – offers the customer a more proactive management of their environment. With this solution in place, the customer can now better prepare network services, host system utilization and storage resources. In-platform reporting provides an executive-level view of their environment, allowing for strategic decision-making.

Together, these solutions provided the customer with more transparency into their digital footprint, empowering them with the data to take an informed, proactive approach to their multi-cloud environment. With the support of Red River and BMC, the customer is able to proactively manage the heath, cost and performance of their environment and plan for their future.

Contact Red River at info@redriver.com to learn more about this solution and what it can do for you.

Red River

ABOUT RED RIVER

Red River brings together the ideal combination of talent, partners and products to disrupt the status quo in technology and drive success for business and government in ways previously unattainable. Red River serves organizations well beyond traditional technology integration, bringing 25 years of experience and mission-critical expertise in security, networking, analytics, collaboration, mobility and cloud solutions.

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