



## Case Reference:

A global business needs a worldwide network it can rely on, all the time

## Rolling around the world

### Network health check

#### About the client

The client is a world leader in advanced cold roll forming steel technology, a process for forming metal used in construction, the automotive industry, and the industrial and agricultural sectors. The client has manufacturing facilities in seven countries across Europe, the Middle East and Southeast Asia, and more than 600 employees worldwide.

#### Making the complex simple

This client makes the steel structures that provide a framework for buildings all over the world. Strength, reliability, dependability are on their minds and in their products all the time. Thousands of construction and manufacturing projects depend on them. So, they have to be able to depend on the technology and the network they use to keep the day-to-day going from strength to strength.

This determination was compromised by events which were affecting the availability and reliability of the clients' existing VMware and network infrastructures. This resulted in a lack of confidence in the existing infrastructure and its ability to support current and future business needs.

Availability issues were affecting the normal run of things. Users were getting frustrated.

The client could not afford this frustration to spill over into operations and to its relationships with customers. The situation had to be nipped in the bud; identified, isolated and then rectified for good. The problem was where to start. Networks and IT estates are complex. Knowing where to look for problems across either is a daunting challenge. The client needed expert eyes to evaluate its network and IT estate.

#### What did they seek from Viadex?

The client's five-year business plan included acquisitions, migrating some in-house services to the cloud, consolidating regional office services to the UK, and greater content collaboration with all business units in all geographical locations. There was a pressing need to ensure that neither unplanned nor planned outages (upgrades, reboots and patching) would interrupt business-as-usual across the multiple time zones.

The client asked Viadex to undertake an end-to-end health check of the VMware and network environments, knowing that no matter how deeply tucked away in the systems the problems were, Viadex technical specialists would find them.

#### Sense of direction: Clarity of vision, focus on goals, guidance on actions

Viadex evaluated not only the functionality across the network and IT but also across devices, and user configurations, user behaviours, permissions policies, possible security flaws, and current security solutions. It was a deep dive into the heart of all technology the client used.

Given that the network had evolved and been added to over many years, a detailed understanding of the network was required across offices and factories at the client's three main campuses in the UK, both offices and the factory floors. Areas such as single points of failure, firmware and security were a key concern. Its virtual estate was resilient within each site, but Disaster Recovery and High Availability in the event of a site loss or partial outage were still at high risk.

#### The Viadex Solution: Visiting the past to build Foundations for the future

Viadex used Auvik's network management solution for network monitoring and troubleshooting. We accurately discovered all managed switches and produced detailed connectivity maps between ports and devices, spanning switches, servers, workstations, firewalls and Wireless Access Points. Through the resulting detailed information – including IP addressing, vLANs, firmware versions and utilisation – we produced a clear understanding of how the environment was connected and where investment and attention was required.

To audit the VMware estate, Viadex ran command line tools using REST APIs to extract information. This information was correlated and cross-referenced with VMware's best practices, covering the upgrading of disk versions, deploying vRealize Log Insight and upgrading the existing version of the hypervisor. At the end of the health check, we provided a report on the actions required to optimise, secure, harden, improve stability and uptime, and prepare for software and/or hardware upgrades to the related infrastructures in the months and years to come.



AUDIT



DESIGN



DEPLOY



OPTIMISE

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### Results: A plan for success

- **The report covered three key areas;** Immediate Requirements, Major Recommendations and Minor Recommendations, including associated costs and a roadmap for the future. This allowed the business to make an informed decision on where to invest key business budgets and ensure future budgets would be approved to complete any remaining work. In addition to immediate requirements to improve the resilience and meet vendor best practices, longer-term less critical remediation steps were identified to improve efficiency and management; allowing the client to design and deploy a future-proofed network and VMware estate.
- **Viadex also recommended** steps necessary to improve resilience, covering resilient low latency Layer2 connectivity between the campuses, and Internet Service Provider (ISP) resilience across the sites to avoid Single Points of Failure (SPoF).

## About Viadex

**Experience:** Viadex work with best-in-class global partners to deliver tried and tested approaches and engagement models, following a robust framework approach to ensure justifiable outcomes and reduce project risks.

**Direction:** In an increasingly competitive environment, a 'one size fits all' approach to IT rarely addresses your objectives: reducing risk, reducing costs or improving efficiencies.

**Precision:** Our structured methodology analyses your current mode of operation (CMO) to best define the scope of the IT solution, aligned to the needs of the business now and into the future.

**Focus:** Viadex provide tactical and strategic IT direction to help focus on your current and future business goals and long-term strategy.

