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#### KEY HIGHLIGHTS

##### Results

Hyperic delivers the following business results to Chicago:

- High Application Availability and Performance
- Faster Problem Solving — Problem Resolution Reduced From Days to Hours
- Improved End-User Experience
- More Reliable Online Transactions
- Maximized Investment in Resources
- More Effective Planning

## The City of Chicago Keeps City Services Running With VMware vFabric Hyperic

Chicago’s Department of Innovation and Technology (DoIT) is the central IT organization for the city, providing services to more than 35 government departments as well as residents, businesses and tourists. DoIT is in charge of [www.cityofchicago.org](http://www.cityofchicago.org), the city’s official website, and a large, heterogeneous IT environment comprised of thousands of PCs and more than 500 servers running on Linux, Windows and UNIX. Because the city is responsible for a variety of critical services supported by these systems, application and server availability and performance are a top priority.

### Challenge

Prior to deploying VMware vFabric™ Hyperic®, the City of Chicago used a network monitoring software application, as well as a third-party monitoring service and a collection of home grown scripts for infrastructure monitoring. Application monitoring was not automated, however, and DoIT did not have a good sense of when applications were down or running slowly. They had to rely on users – including city employees and residents – to identify performance or availability issues. It was a time-consuming, manual process that depended on a chain of individuals getting in contact with each other. “Because we didn’t have automated application monitoring in place, we missed opportunities to fix issues more quickly,” recalls Jason DeHaan, Chicago’s first deputy CIO.

“We needed visibility into applications from the end-user perspective,” DeHaan continues. “Server and infrastructure availability is great, but your end-users do not care. They care about the user experience. Unless you are monitoring the experience as close to the end-user’s perspective as possible, you are missing out.”

“We didn’t have an automated mechanism for baselining,” DeHaan adds. “Ultimately we want to understand how our applications work on a day-to-day basis, and measure how we are doing, so we can make sure our changes make the applications perform better.”

### Solution

The City of Chicago deployed Hyperic to monitor and manage its website, and the City’s WebLogic and JBoss application servers which support hundreds of custom applications. In addition, Hyperic is used to monitor many of the City’s enterprise applications including 311 non-emergency reporting, their ERP system, and license and permitting applications.

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*“We had Hyperic professional services on site to help us through the implementation and an upgrade, and that saved us a tremendous amount of time and money.”*

DeHaan points out they are not just monitoring whether a particular application or server is working, but also whether the interactions between applications that comprise a service are functioning properly as well. “We chose Hyperic because it offers a great feature set backed by a great support organization, with a reasonable price tag,” says DeHaan.

## Benefits

Hyperic delivers the following business results to Chicago:

### High Application and Website Availability and Performance

Chicago uses Hyperic to monitor a range of critical functions within the city, both internal and public facing, allowing DoIT to ensure availability and top performance for city residents, businesses, employees and other users. DeHaan notes that due to Hyperic, server and application downtime has been reduced and performance has increased significantly. “Hyperic has given us the clarity and context to keep applications running optimally, and it has done so economically,” says DeHaan. “Hyperic helps ensure that we do not lose services for citizens or have internal process issues break down that potentially cost the city money.

### Faster Problem Solving

“There have been multiple occasions where it would have taken us days to find and fix problems that we can now easily identify and resolve within hours with Hyperic,” DeHaan states. “Now we know the minute we have an issue, and we can resolve it before we have a real problem.”

### Improved End-User Experience

“With Hyperic, we never need to guess about the experience of our end users,” says DeHaan. “We know exactly what it is.” Hyperic gives the City of Chicago a vital end-user perspective. DoIT uses Hyperic’s open source framework to develop plug-ins to emulate users and monitor the end-user experience in real-time, so they can improve the experience.

### More Reliable Online Transactions

Hyperic allows DoIT to closely monitor web transactions, such as residents purchasing vehicle stickers online, to ensure the transactions are completed successfully. In the case of vehicle stickers, Hyperic monitors \$10 million of online transactions that take place in a few weeks each summer. If performance issues are detected, Hyperic’s alerting and escalation features enable DoIT to respond quickly.

### Maximized Investment in Resources

Hyperic provides detailed performance metrics that allow DoIT to allocate resources more effectively and maximize the City’s investment in technology. “With Hyperic, we are able to identify areas that are not as busy as others, allowing us to move technical resources to areas that are busier, so we make the most of our resources,”

DeHaan confirms.

### More Effective Planning

Chicago’s DoIT uses metrics from Hyperic to create baselines of normal performance, enabling DoIT to assess the impact technology changes have on the customer experience. By comparing current performance to the baseline, DoIT is able to determine whether changes are helping or hindering performance. With this information, DoIT can plan future changes more effectively to improve performance.

