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KEY HIGHLIGHTS

- Role-based access control allows shared visibility for support, sales and customers improving communication and MTTR
- Provides coverage for the majority of managed technologies out of the box and at scale
- Complete monitoring and metrics down to applications level
- Ease-of-use and automation of management tasks have allowed continued 10 percent per month growth without expanding headcount while improving customer service

VMware vFabric™ Hyperic® Flexible Monitoring Helps High-Growth Managed Hosting Provider Meet Tough Service Level Agreements (SLAs)

Contegix is a managed hosting provider for some of the world's most demanding customers. Focused on the Linux, OSX, Java EE and Ruby on Rails markets, Contegix provides advanced connectivity solutions such as Beyond Managed Hosting®, colocation and managed application delivery. As a leading provider of hosted Zimbra Collaboration Suite, Atlassian Confluence and JIRA, many of the most popular organizations on the web, such as SpringSource, CodeHaus and java.blog, turn to Contegix to reliably host their sites and applications.

All managed applications hosting plans include everything needed to get started - the server, the operating system, intelligently routed bandwidth, as well as software licenses where applicable. Additionally, the company guarantees 100 percent uptime for the network and power infrastructure, and a 30 minute replacement time for hardware

Contegix couples managed hosting with the best customer experience in the industry. The company employs a highly skilled team of third level engineers dedicated to ensuring both infrastructure and applications are running at peak performance. With an average response time of under four minutes for the past five years, their record is impeccable. To keep that average low, Contegix realized early they also needed to keep the number of issues low. Therefore, they extend their hosting services to the next level—providing customers with strategic insight into their infrastructures and applications.

Scaling to Meet Demand

Since its launch in 2003, Contegix has experienced explosive growth. The company has grown by 10 percent a month for the last 31 months, outgrowing its original datacenter and rapidly approaching capacity on its second.

Built on networking equipment from Juniper and Foundry, with thousands of Oracle, MySQL and PostgreSQL-based servers running applications including Tomcat, WebLogic, Resin, Jetty, JBoss and Ruby on Rails, Contegix' Linux-based infrastructure is complex and extremely customized. By mid-year, 2007, Contegix realized that provisioning and monitoring all of its infrastructure while maintaining its service level would pose a serious problem soon, given the current pace of growth.

To solve the provisioning challenge, the company turned to VMware. A virtualized infrastructure provided essential fluidity to the deployment of infrastructure components and applications to support the influx of customers as well as the changing demands of their current install base. Virtualization also adds another layer of complexity. This, coupled with the accelerating scale of its businesses created a need for a more comprehensive systems management strategy was critical to the company's success.

ENVIRONMENT

Thousands of servers with:

- Oracle
- Red Hat
- MySQL
- Postgres
- Ruby on Rails
- Apache
- Tomcat
- VMWare
- Zimbra
- Atlassian Confluence & JIRA
- Resin
- Jetty
- WebLogic
- J2EE Application Servers
- JMX Management
- Two data centers
- 37,000 managed resources
- 20,000+ metrics per minute

The Right Solution

For providers of managed hosting, ensuring uptime and SLAs is paramount. In fact, successful hosting providers like Contegix bank on a perfect record to power their double-digit growth.

“People don’t remember your uptime, but they do remember when your site was down. Our customers businesses are severely impacted if they are down for just a couple of minutes. For some, it can cost \$10,000 for every minute of downtime,” said Matthew Porter, CEO of Contegix. “Partnering with our customers to ensure that never happens is our highest priority.”

In order to meet its service guarantees, Contegix needed to have a deeper understanding of its customer’s networks than the customers themselves. To accomplish this, the Contegix engineering team required a holistic perspective that would enable them to pinpoint application-level issues, and make corrections and improvements with greater lead time. Essentially, they needed to stay ahead of problems before they caused expensive and stressful outages.

In the Spring of 2007, Porter and his team evaluated several commercial and open source solutions. However, these options were dismissed as they were unable to scale to meet Contegix’ increasing demand. With 37,000 managed resources these solutions could not match the size of their current infrastructure, in an environment with a high rate of change they were cumbersome to maintain. Contegix needed a solution that would provide detailed application-level visibility and account for the dynamic nature of web-based businesses and virtualized infrastructure.

In May 2007, Contegix downloaded Hyperic and deployed it across a single cluster of servers. Porter and his team were immediately impressed with Hyperic’s Auto-Discovery feature. The product installed with the capability to find and automatically start monitoring more than 60 technologies that covered all layers of their infrastructure, including hardware, middleware, virtualization, and applications. Within minutes, the team noticed trending data that summarized the performance of their entire infrastructure. Digging deeper, they saw detailed metrics and the ability to track log data, configuration changes and security events with the performance data—all from one tool. Contegix had found its management solution.

Contegix began a formal enterprise trial of Hyperic. Through the course of that trial, Porter and his team discovered that not only was Hyperic software a match for their needs, but so was Hyperic Support. “Hyperic has been there with me every step of the way, helping to build and deliver the system we needed,” he said. “They’ve been a true partner and the support is exceptional.”

Noting the value of both functionality and customer service, Contegix initiated its full deployment in June of 2007, deploying Hyperic Enterprise across its entire infrastructure by November.

Helping Contegix Add Strategic Value For Customers

One of Contegix’ competitive differentiators is that it deploys, monitors and manages third party applications, freeing its customers to focus on their businesses.

Hyperic allows users to manage infrastructure from an application point of view rather than just a hardware point of view. Additionally, Hyperic Enterprise supports role-based access control, allowing users to be assigned specific access to infrastructure and applications. As a result, Porter and his team were able to extend access to Hyperic to their customers. The level of detail and historical metrics provided by the software

VFABRIC HYPERIC MANAGES

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have provided a strategic advantage to the company, affording end customers shared visibility into the complete management of their business critical applications.

“Our customers use Hyperic to get in-depth statistics to understand their applications,” cited Porter. “By sharing this information, we directly help them build better applications and services for their customers. In addition, when problems do occur, with more detailed and shared information we have a better way to resolve problems faster. We have seen a direct impact in improving our Mean-Time-to-Recovery.”

Since deploying Hyperic, Porter has given the majority of his staff access to Hyperic—from engineering and support all the way to sales.

“We never expected to give access to a systems monitoring tool to our sales team,” said Porter. “Because Hyperic is so easy to use and gives sales a unique perspective into customer usage trends, they actually can use Hyperic to provide better service. Customer satisfaction is the absolute key to our success and providing everyone who works with customer environments, including the customers themselves, access to Hyperic has substantially raised an already high bar.”

As a result, Contegix has been able to consistently exceed customer expectations, advising individual customers about how to modify their applications to more effectively accomplish business goals.

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Hyperic software requires minimum overhead to manage yet provides broad functionality and visibility. As a result, not only has Contegix improved the service level of its infrastructure, it has done so without needing to add additional staff.

Contegix continues to expand its use of Hyperic and plans to extend its deployment to its third data center when it goes online in early 2008.

About Contegix

- Full service enterprise-level hosting, collocation and application management technology
- 100 percent network uptime guarantee
- World-class 24x7x365 live technical support
- Third level engineers with answers and advice
- Intelligent routing

