dalet
Digital Media Systems

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—Raoul Cospen,
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RESULTS

VMware vFabric™ Hyperic® delivers the following business results to Dalet:
• High availability
• Proactive problem solving
• Fast troubleshooting
• Reduced cost for customers – required hardware cut by 20%
• Competitive advantage
• Improved customer relationships
• Easy implementation

Dalet Ensures Availability for Mission-Critical Customer Systems with VMware vFabric Hyperic

Dalet solutions enable broadcasters and media professionals to create, manage and distribute content to both traditional and new media channels, including interactive TV, the Web and mobile networks.

Dalet combines into a single system a robust and proven Asset Management platform with advanced metadata capabilities, a configurable workflow engine, and a comprehensive set of purpose-built creative and production tools.

This integrated and open environment enables end-to-end management of the entire News and Sport and Program content chain, and allows users to significantly improve efficiency, and to maximize the use and value of their assets. Dalet systems are used around the world by many thousands of individual users at hundreds of TV and Radio content producers, including ABC, BBC, CBC-Radio Canada, FOX, National Public Radio, Radio France International, Time Warner Cable, The Weather Channel and Sirius XM Radio.

Challenge

Dalet provides mission-critical systems to broadcasters, and failure is not an option. Television and radio broadcasters cannot afford to have their production, content management, and distribution systems go down for any period of time.

For almost every installation, Dalet is responsible for the MAM workflow design, deployment and support. Until VMware vFabric Hyperic, Dalet had no easy way to monitor the health—from the top down—of these enterprise workflows, which include many third-party systems and sub-systems.

"The Dalet MAM is a mission-critical solution and we need to monitor the entire system 24/7 - but we did not have a monitoring system in place before Hyperic," recalls Raoul Cospen, Director of Marketing at Dalet. "We were monitoring the systems manually, downloading logs, trying to find potential issues. Before Hyperic, there was no way to really know if one of our customers had a problem. We had trouble identifying performance issues before they would become problems that impacted our customers."

Solution

Dalet chose Hyperic, the leading Web application performance monitoring and management software, to monitor its Dalet Media Asset Management systems on-site at customer locations. Hyperic is integrated into the MAM system and included with each solution. Dalet customers use Hyperic to monitor the health of their Dalet systems across the entire production chain from editing through scheduling and distribution to traditional TV and radio broadcasts, mobile phones, Web portals and other outlets. As part of its professional services offering, Dalet also utilizes Hyperic to monitor its customers' implementations of Dalet MAM solutions.

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"With Hyperic, we have saved about 20% on the hardware needed to run our solution. Our systems are very large, so saving 20% on infrastructure is a big deal. This is a significant reduction in cost for our customers."

"We need to stay competitive, and cheaper hardware infrastructure – enabled by the knowledge we gain from Hyperic – makes us more competitive with our competition."

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Benefits

Hyperic delivers the following business results to Dalet:

High Availability
Dalet and its customers take advantage of Hyperic to ensure the availability of the Dalet software and all the hardware components connected to it. Information from Hyperic can be viewed in real time, and Hyperic also sends alerts in the event of potential issues that could impact availability.

Proactive Problem Solving
Dalet customers and the Dalet support team both leverage real-time metrics on system usage, performance and availability from Hyperic to proactively identify potential problems, take action and solve issues before the customer systems are impacted.

"Our customers have highly demanding monitoring needs," explains Cospen. "There is no way our customers can go off the air, so it is critical that we monitor all the components in real-time and use the information gained to react quickly when there are potential issues. Hyperic enables us to meet this requirement."

Fast Troubleshooting
One of the main objectives for introducing Hyperic into the system was to expedite troubleshooting, in the case of performance and availability problems, says Cospen. Hyperic provides Dalet and its customers with valuable visibility to identify whether the source of an issue is software, hardware or the network, pinpointing problems faster, and saving valuable troubleshooting time.

Reduced Cost for Customers
Cospen says one of the most significant advantages provided by Hyperic is the ability to reduce the save on the infrastructure to run the system, and consequently the cost for customers.

"Using Hyperic, we are able to monitor the usage of the system; we can better determine the system's needs; and ultimately we can reduce the infrastructure of the system," says Cospen. "Our application is very complex, and so it is very difficult to predict in advance how busy application servers and the network are going to be. The only way to tackle this issue—to determine the right size for our system's infrastructure – is to collect statistics on usage, such as CPU and bandwidth of components such as application servers and storage. Using Hyperic, we can better understand how much stress is on the application servers and the network, and that enables us to better size our infrastructure. Our engineers continually redesign our next-generation systems based on what we learn in Hyperic."

"With Hyperic, we have saved about 20% on the hardware needed to run our solution," he continues. "Our systems are very large, so saving 20% on infrastructure is a big deal. This is a significant reduction in cost for our customers."

Competitive Advantage
"We need to stay competitive," Cospen adds, "and cheaper hardware infrastructure—enabled by the knowledge we gain from Hyperic—makes us more competitive."

Improved Customer Relationships
The Dalet Support team uses Hyperic to help ensure that customers receive world-class support. This capability has a significant positive impact on Dalet's customer relationships.

"For customers, Hyperic has been a big plus," Cospen confirms. "Hyperic is highly appreciated by our very demanding customers."

Easy Implementation
According to Cospen, another major advantage of Hyperic is the ease if implementation. He says it is easy to adapt Hyperic to the Dalet platform and user interface, and the Dalet

development team does not need to change the code every time they release a new version of the software. The dashboard, powered by Hyperic, remains the same and simply adapts itself to the new version of the Dalet software.

About VMware

VMware, the global leader in virtualization and cloud infrastructure, delivers customer-proven solutions that reduce IT complexity while significantly lowering costs and enabling more flexible, agile service delivery.

About VMware vFabric
VMware vFabric is the ideal application platform environment to run and manage custom Java applications – in the datacenter, virtualized environments, or the cloud.

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