

# DECIPHER

## VMT Boosts Customer Service with Decipher IT

### About VMT:

Virtual Management Technologies (VMT) is a Managed Services Provider. The company's services help organizations manage their complex information system infrastructure including: network monitoring, hosting, co-location, data backup, application and database replication and document management solutions.



### Challenge:

"VMT uses multiple monitoring and assessment tools as part of its V-NET™ services to gauge the status of a server, network component or operating system," said Steve Williams, Chief Technology Officer of VMT. "Each of these data points is examined by our assessment tools to determine whether a threshold has been exceeded in the system. As a result, we gather thousands of data points on each component of the network."

"The reports that are generated are often akin to an EKG (electrocardiogram) read out for heart patients, meaning that they are not visually pleasing and can only be read by expert eyes like a cardiologist," explained Williams. "Our challenge was to present high volumes of complex data in a manner that can be easily understood by non-IT professionals therefore providing a meaningful snapshot of the computer network environment. In this way, the data can become actionable."

### From Thousands of Data Points to a Single Dashboard:

VMT launched a web based dashboard and scorecard using Decipher IT™, that allows IT executives and corporate managers to monitor the health of their computer systems interactively. Decipher IT is an online analytics tool designed to condense thousands of data points into meaningful, actionable data.

Decipher IT is based on Business Intelligence (BI) dashboard and scorecard technology. To review the dashboard, VMT clients log in to the VMT website to view the status of the complete network, or any component of the network. Clients can choose from a range of metrics that can be tracked in ranges of time including months, weeks and hours. Metrics tracked within Release 1 of Decipher IT include: Server Uptime, Application Uptime, CPU Utilization, Memory Performance Analysis - Available Bytes & Page File Bytes, Event Log Errors and Disk Performance.

### Future Plans:

"We will expand the metrics provided to include more than 25 computer and network system metrics in future releases," noted Williams. "We are also able to configure Decipher IT to meet the individual needs of each client executive. We expect each client to have unique needs that VMT will be able to address through the Decipher IT dashboard. Decipher IT will also be used for capacity planning, if memory available on a server is continuously low then either memory should be added or some processes should be moved to other server."

**"Decipher IT is very flexible for users, users can select their choice of metrics, graphical presentation and time frames. Most importantly, they have the ability to drill down into the data to determine the point of failure in any component monitored on the network. As long as VMT is monitoring a threshold or data point, we can use Decipher IT to present the information to the user."**

**- Steve Williams, VMT**

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