Case Study
EASI

Who is EASI?

EASI is a leading IT company specialized in SaaS and critical hosting services. This 100% Belgian owned cloud provider is growing fast and counts nearly 200 collaborators. EASI's focus is on controlling the end-to-end delivery of cloud services to ensure the highest possible quality of service for its customers. This requires both developing services based on its own infrastructure and investing in tools that guarantee constant optimization, proactive management, and short resolution times.

Cloud hosting monitoring

At the same time, Skylight™ is used to monitor the customers accessing their cloud hosting; the 225 cloud customers are continuously monitored by Skylight to provide our team with visibility on the performance of what's running inside our cloud. This data is accessible for troubleshooting, managing migrations, and providing monitoring KPIs.

Why did you choose Accedian Skylight?

Our team discovered Accedian through one of our customers, a major healthcare organization based in Brussels. They use Accedian to resolve issues and optimize their end-to-end performance.

Our team had also tested alternative tools and solutions on the market, but we had not been successful at tracking down the fault on the server and application sides. When the project launched, we decided to test Skylight and found all the information we needed on the first day.

EASI is offering strict SLAs (Service Level Agreements) to its customers which require our team to continuously look for ways to improve our quality of service, proactiveness and response times.

We felt a solution like Skylight could help us increase our team's effectiveness in:

Monitoring the hosting operations of customer systems inside our datacenter. In this case, our expectation was to identify the origin of the problem immediately.

Monitoring our Software-as-a-Service (SaaS) platform where we are in charge of 100% of the delivery and SLAs are even tighter.

At that time, there was a long intermittent sluggishness for a customer using one of our SaaS applications. It had been impossible to locate the origin of the problem (network, data center infrastructure or application). After 6 weeks of unsuccessful investigations with our classic monitoring and troubleshooting tools including SNMP, logs and Wireshark for trace analysis, we installed Skylight for a test. Within a few hours of installing, we figured out what was the root cause.

How do you use it?

Skylight is used by different teams:

- Our system engineering team implemented and managed the Skylight solution. They lead any troubleshooting or analysis related to our network and cloud infrastructure
- Our development team also undertakes some analysis directly on Skylight's interface to feed their optimization efforts and pinpoints the transactions that require their attention and could be refactored

Skylight sensors are used in pre- and post-release stages for many SaaS applications to:

- Baseline the response times and volume and activity of the applications
- Evaluate the impact of any change made to the application (run in DevOps mode)
- Pinpoint any bottleneck or error occurring in production

Results and ROI

- For EASI, Accedian is more than just a software provider. They act like a partner and we love their transparent and pragmatic approach as well as their focus on making EASI's business growth easy
- Accedian provides us with a platform that integrates a software that is easy to implement, absolutely

non-intrusive, scalable, and fitted for cloud environments. They also focus on training and supporting our team so that we are able to deliver high standard services to our customers

How do you plan on using it in the future?

Skylight is not only available as a solution but as an on-demand platform for IT providers. Based on that positive experience, we are building a flexible service offering which can be deployed on premises to help our customers accelerate troubleshooting, assess their IT network and cloud infrastructure and prepare their migration to the cloud.

We strongly believe this high value service will ease the transition of many end users from classical data center operations to EASI's cloud!

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>
> **Jean-Michael Block, Managing Partner, EASI**

About Accedian

Accedian is the leader in performance analytics and end user experience solutions, dedicated to providing our customers with the ability to assure their digital infrastructure, while helping them to unlock the full productivity of their users.

Learn more at accedian.com

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