VNTSoftware

Clal Insurance

CLAL

The Business

The Clal Insurance Enterprises Holdings Ltd. Group is Israel's leading insurance, pension and financial services provider. Established in 1987, Clal is part of the IDB Group. It holds a 20% share of the insurance market in Israel and manages tens of billions of shekel-denominated assets. The group owns insurance agencies, pension funds, provident funds, advanced training funds, loan companies and financial asset management companies. It has more than 4,000 employees and works with 2,000 insurance agents.

The Challenge

Clal runs a large central datacenter that supports dozens of key business applications used by over 10 thousand customers, agents, partners and employees. The application infrastructure is primarily based on VMware, with virtual servers supporting several operating systems, including multiple versions of Linux and Microsoft Windows. Clal employs a large team that is dedicated to ensuring application availability at all times.

In a virtual environment, changes often occur automatically in response to dynamic conditions, so it is a challenge to maintain an accurate picture of the supporting infrastructure for each application. When the operations team needed to make a change in the datacenter, it was often difficult to predict the potential impact on business-critical applications. Similarly, if there was a problem with service delivery, they could not easily determine whether it was connected to a recent infrastructure change – especially since changes were being made on a daily basis.

The operations team understood that they needed an up-to-date picture of their applications in the data center. They investigated CMDB solutions but found that while they could scan the infrastructure, they did not put it in business context. The critical connection between the applications and the underlying infrastructure needed to be manually maintained. The Clal IT team was determined to find a better solution.

illuminIT Benefits for Clal

- Provides visibility into the application environment

- Assesses the impact of change on business applications

- Optimizes system configuration for better performance

- Identifies potential configuration errors

- Reduces problem diagnosis and resolution time

- Prevents outages and downtime

- Supports effective decision-making

VNT Software

VNT Software is the leading provider of automatic business service discovery, monitoring and analytics solutions. Our vision is to change the way complex IT problems are resolved by predicting business disruptions before they occur. Our state-of-the-art wire-data-based technology allows us to offer a proactive approach based on predictive analytics and get down to the root cause of a disruption to business in real time and within minutes.

illuminIT
by VNT

The Solution

Clal chose VNT's *illuminIT* to create a dynamic map of their business applications, including all of the servers, ports and other infrastructure. Unlike conventional change management solutions, *illuminIT* catalogues both the infrastructure and the applications. It puts configuration data into the business context. *illuminIT* features a unique ability to update the map automatically so that the information is always accurate — without loading the application or the network. Because *illuminIT* shows how the applications traverse the data center, It also reveals unwanted links between the development and production environment, and potential security vulnerabilities.

In just a few hours, Clal installed *illuminIT* in the datacenter and started mapping 5 critical business applications that serve brokers and agents. *illuminIT* used a combination of active and passive mapping technologies to capture each business service and correlate it to the relevant servers and ports. *illuminIT*'s unique active mapping technology "crawls" the application to capture the business services and underlying servers. The passive technology "listens" to real user traffic in order to complete the map. To enable the passive mapping, Clal installed lightweight, non-intrusive *illuminIT* sensors. The initial mapping session was performed by VNT mapping and updating on their own.

To keep the map up to date, *illuminIT* runs daily, adjusting the frequency to the pace of change for any particular application. The update process is completely nonintrusive and does not rely on server configuration files or risky network protocols.

The Results

Within a short time, Clal had a clear picture of their application environment. Using *illuminIT*'s built-in Change Impact Analysis tools, Clal could easily predict the effect of any IT change on the application. They were able to communicate effectively with business owners and with customer-facing teams to quickly resolve any issues that might arise.

During the mapping process, *illuminIT* uncovered something unexpected. "We were pleasantly surprised when, during the proof of concept, *illuminIT* revealed a port configuration problem that we were unaware of. We realized that by creating an accurate map of our applications, we can proactively identify misconfigurations before they posed a problem for the business," said Haim Inger, CTO, Clal Insurance. Clal proceeded to use *illuminIT* to improve cluster configuration as well as server and network utilization.

illuminIT enables the operations team to communicate effectively with customer-facing groups to quickly resolve any problems that arise. Since the map produced is always up to date, problem resolution times (MTTR) have been substantially reduced.

Customer testimonial

"We are running multiple applications that change on a daily basis. Until we mapped the applications with **illuminIT,** *it was almost impossible for us to detect the changes in the infrastructure fast enough to meet our SLA."*

"Implementation of the product was very quick and easy, and we now use it on a daily basis."

— **Haim Inger**
  CTO, Clal Insurance

Our Unique Technology

- Automatically discovers the complex structures of business services within the enterprise

- Applies big data analytics to wire data patterns and statistical data

- Provides a continuous picture, in passive, non-intrusive way with near-zero overhead

www.vnt-software.com ✦ **info@vnt-software.com**

illuminIT
by VNT