



### COMPANY OVERVIEW

- **Industry:** Infrastructure and Environmental Solutions
- **Location:** Walnut Creek, CA
- **Offices:** 33 worldwide
- **Employees:** 350+
- **Web site:** [www.itsi.com](http://www.itsi.com)

### CHALLENGE

- Implement leading edge technology solutions for clients
- vMotion and iSCSI storage implemented but users complained of performance issues

### SOLUTION

Xangati provided live visibility into all networked communications on ITSI's network, both physical and virtual, eliminating blindspots and enabling ITSI to see the cause of its problem

### BUSINESS RESULTS

- Live, to-the-second visibility into all IP-enabled device communications
- Identified misconfigured VLAN was source of performance problem - routing unsecure iSCSI communications through a secure area of their network
- Identified vMotion and iSCSI can bring unexpected challenges to any implementation

### Overview

Innovative Technical Solutions, Inc. (ITSI) is an international, award winning, design-build infrastructure and environmental solutions firm. With over 350 employees, ITSI provides comprehensive engineering, construction and environmental services focused on delivering efficient solutions that minimize client costs and risk, and are readily acceptable to regulatory agencies. ITSI systematically saves its clients significant costs through the application of risk based approaches, teaming with clients, and proactive negotiation with stakeholders.

Founded in 1994, ITSI has maintained a compound annual growth rate of over 50% for the last six years. Dun and Bradstreet ratings place ITSI in its lowest risk category, and with the highest financial stability rankings for similar firms in its industry.

### Business Challenge: Resolve performance and security problems from vMotion and iSCSI storage implementation

True to its name, ITSI implemented vMotion from VMware and iSCSI storage to support the movement of live VMs between ESX hosts when desired for performance or maintenance. Unfortunately users complained about poor performance immediately after the new solution was implemented. ITSI had some blindspots it needed visibility into that existing tools weren't helping with – so it decided to evaluate Xangati.

### Solution: Xangati

Xangati's non-intrusive appliance installed in minutes and eliminated ITSI's blindspots. Xangati's live, to-the-second visibility into all networked communications, whether physical or virtual, identified a misconfigured VLAN as the source of ITSI's problem and another problem they did not know they had. Communications between VMware VMs and the iSCSI storage they needed was being forced through a secure area of the network. This elongated route not only degraded performance but was also a potential security problem. Because Xangati provided live visibility to all network communications, for all applications, and between all endpoints – ITSI resolved its challenge quickly and could move on to its next innovative solution. To learn more, visit us at [www.xangati.com](http://www.xangati.com).