

company assures Private Cloud Applications Performance and compliance with Teleran

the COMPANY

This large insurance company was seeking to take advantage of cloud computing's scalability, agility and efficiency by hosting several internal applications in a private cloud environment. Phase one of this project included setting up the multi-tenant environment and hosting several analytical and customer service applications used by three of the company's operating divisions. The cloud service, support and management tasks were handled centrally in their data center using a combination of on premise and off premise infrastructure.

the CHALLENGE

Because these applications were critical to the divisions' every day operational analysis and their customer service relationships, ensuring the performance, availability and security of these applications was paramount. In short, IT needed to establish a system that was trusted by the divisions. However these applications were very dynamic: they were user-driven, unpredictable and at times very database resource intensive. The challenge then was to deliver a consistently high quality, fast performing and secure customer experience in this mixed use, unpredictable application environment.

the teleran SOLUTION

The company selected Teleran's Application Management Solution for the Cloud based on Teleran meeting these criteria:

- Monitoring individual user behavior, application use and database activity in the cloud environment to provide a comprehensive performance and security awareness
- Providing identity-based automated controls that protect the data from inappropriate access and use
- Preventing resource wasting rogue user behavior
- Delivering user controls that both guide and manage users to improve their performance and service
- Providing granular pay-per-use/ service fee usage metrics in business context
- Offering scalable, agile network-based architecture that was simple to install and manage

the teleran BENEFIT

The Teleran Cloud Solution enabled this organization to deliver consistent predictable performance despite very dynamic usage patterns. It enabled this company's IT organization to offer a trusted shared environment with the appropriate auditing and controls to assure customers that their system use was secure and in compliance. Teleran's automated user controls provided high levels of end user service and quality while minimizing system resource and support costs. It also delivered a detailed understanding of usage patterns to better understand their customers and to generate accurate usage billing.

SUMMARY

Teleran's Application Management Solution for the Cloud enabled this organization to quickly provide the performance and security assurance needed to host business-critical applications in a dynamic private cloud environment. It provided the automated customer controls required to ensure quality cloud customer service and prevent rogue user behavior that could drive up resource costs or violate security and compliance policies. Teleran's user-based tracking and analysis enabled this organization to generate the needed intelligence on user/customer usage patterns to deliver the appropriate application and resource adjustments to maintain the expected cloud performance and effective use of the hosted applications.



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