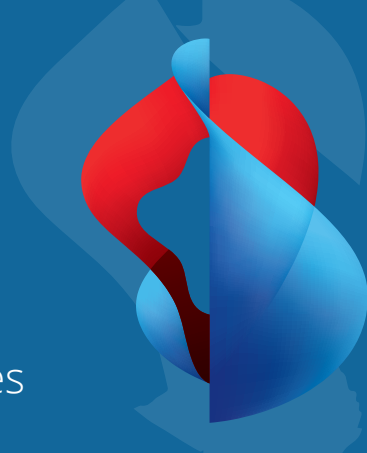




## Case Study

# Swisscom Adopts Proactive Configuration Validation to Meet Resilience Goals and Prevent Outages



## About Swisscom and their IT Environment

Swisscom is Switzerland's leading telecom company. It offers mobile and fixed-line telephony, Internet, and digital TV, is a leading provider of IT services, builds and maintains infrastructure for telephony and transmits broadcasting signals. The company offers a wide range of web-based solutions, services and applications to the banking, energy, entertainment, advertising and healthcare sectors.

Swisscom is a multi-faceted company with a very large, complex and varied IT infrastructure. Their environment is hybrid, including on-premises and cloud infrastructures that utilize a range of networking, computing, and storage systems from different providers and which run on different virtualization platforms. 30,000 servers in five datacenters cover their current level of activity.

Preventing outages and maintaining business stability is a critical objective for Swisscom's IT leadership team.



## The Challenge

The Swisscom team was determined to deliver the highest levels of availability for the company's new mission-critical SAP environment. Specifically, the team needed to verify the resilience of the Dell EMC VxBlock converged infrastructure underlying their SAP implementation.

In discussing the challenge of ensuring availability and preventing IT outages, Peter Messer, Head of Cloud Infrastructure Provider at Swisscom, explained that "Even new systems can be incorrectly configured and harbor points of failure which won't be discovered until there's a problem".

Add to that the steady stream of changes, updates and tweaks made by in-house and third-party IT teams and you understand that maintaining the highest levels of IT resilience gets harder day-by-day. And, clearly, you want to prevent outages because they're so costly on many levels."

As a result, Swisscom "had been looking for a tool that would proactively find misconfigurations and errors. We wanted to ensure stability and quality in our IT environments," related Stephan Haeusler, Team Leader of System & Application Operations, Converged Platforms.

*"We liked Continuity Software's approach because their solution is vendor-agnostic and based on what I've come to think of as their secret weapon - a huge knowledge base of technology vendors' best practices that also contains input from the user community. This is unique in the field."*

**Stephan Haeusler**  
Team Leader, System & Application Operations, Converged Platforms, Swisscom



## AvailabilityGuard™ Implementation: Confidence and Operational Resilience

Continuity Software's AvailabilityGuard solution was initially installed to assure resiliency on Swisscom's new and critical VxBlock-based SAP Cloud environment, comprised of VMware ESXi clusters, Cisco UCS blades, a range of Dell EMC storage systems (including VMAX, VPLEX, VNX), and Cisco MDS switches.

AvailabilityGuard analyzed configuration data from all IT infrastructure layers. Its initial scan of the SAP stack led to the identification of close to 90 issues of varying severity including some that "you'd never even search for and wouldn't find even if you did," according to Mr. Haeusler. The most significant findings were cross-layer misconfigurations between the UCS and VMware layers; additional issues were found in the VMware and VPLEX environments.

Once issues are discovered, AvailabilityGuard alerts the relevant IT personnel and based on its built-in knowledge base of over 7,000 best practices and vendor recommendations and provides IT teams with protocols for their resolution.

### Benefits at a Glance

- » Assured resilience of VxBlock-based SAP environment
- » Met organizational resilience and availability goals
- » Increased stability and quality of IT infrastructure

At Swisscom, thanks to AvailabilityGuard's integration with incident management systems, the AvailabilityGuard findings are automatically forwarded as tickets directly into Swisscom's JIRA issue tracking system. This ensures that the findings can be readily and promptly addressed by the appropriate operational teams.

Using AvailabilityGuard, the Swisscom team were able to quickly validate and improve the operational resilience of their critical SAP environment. And thanks to automated daily scans of the environment by AvailabilityGuard, Swisscom is ensuring that the highest levels of resilience will be continuously maintained.

Swisscom is now expanding the AvailabilityGuard deployment to protect additional business services, starting with their large digital TV environment.

In commenting on the implementation process, Mr. Haeusler said, "It's quite unusual how well the Continuity Software team works with the IT teams at Swisscom. The cooperation is excellent." He added that AvailabilityGuard helps the Swisscom team to "be more confident about our infrastructure."

### Conclusion

The IT scenario at Swisscom is characteristic of the modern enterprise where the core of business operations resides in complex and interconnected hybrid IT environments that are prone to misconfigurations and outages. The profusion of changes, updates, fixes and upgrades that routinely occur in such environments make attaining and maintaining resiliency a real challenge.

AvailabilityGuard meets this challenge and establishes a process that enables IT teams to gain more control over assuring resilience and availability.

Continuity Software's solution enables enterprises to avoid single-points-of-failure that affect entire IT stacks before they impact business and assures the resilience of hybrid IT environments.