

SDL Ensures Smooth Global Application Upgrades with Evolven

We use Evolven to be proactive and find answers early on for potential problems. Evolven saved us hours of investigating problems and allowed us to be proactive, reducing issues that could've happened.

- Arlis Hansberry, Cloud Applications Lead Engineer at SDL



CHALLENGES: VISIBILITY. CONSISTENCY. CONFIGURATION.

With more than 20 years of experience, SDL has been the leader in language translation and global content management. Companies trust SDL to simplify the complexity of managing content across multiple brands, websites, languages, and devices.

Facing Inconsistencies.

SDL's global application management team serves as the organization's application experts, managing solutions for SDL all over the world.

However, with their data centers dispersed across the world (Denver, Australia and the UK), the application management team faced various inconsistencies in application upgrades. "We may have had one problem in Australia, where a configuration file needed a value to be changed," said Arlis Hansberry, Cloud Applications Lead Engineer at SDL. "We'd roll-out a release in one region and there'd be more problems. We didn't know why or what happened."

SDL needed to find the differences and make sure everything was consistent across the organization.

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Poor Visibility into Changes.

Compounding this situation, the application management team lacked full visibility into changes and how they affected operations. "There could be a change that was going to be applied globally to fix a major piece of our application," said Hansberry, "But we might not have not known that was the change that impacted performance and to not roll this out globally, even though the change was necessary for fixing something."

Manual Configuration Management.

While configurations were set across the organization, it was not clear how to apply them on a global scale. To try to stay on top of all of their configuration information, the application management team each manually logged into systems and checked settings. Hansberry added, "We would manually log into every server, opening up every configuration file and copy all of the values and the parameters."

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EVOLVEN BLENDED ANALYTICS SOLUTION.

SDL selected Evolven's Blended Analytics solution to proactively monitor the consistency of environments and to get better visibility into the critical changes that poses risk to stability.

"We used Evolven for change management and detecting inconsistencies. We rolled Evolven into our maintenance windows and started pulling reports, such as before and after an upgrade, to help our team identify what changed and discover differences in configuration files and know the impact," said Hansberry.

Evolven allows SDL to:

- Easily compare servers and business service environments to identify and report inconsistencies and critical differences.
- Intelligently analyze inconsistencies to highlight those that can create significant issues.
- Quickly focus on the most relevant and critical changes.
- Drill-down to zoom-in on high risk changes.

Evolven provided visibility into changes and how applications were being updated. Hansberry said, "Evolven helps us be able to identify if somebody made a change outside of a maintenance window when they weren't supposed to or if they made a change without having a ticket approved."

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AT A GLANCE

KEY BENEFITS

- Faster mean time to resolution
- Less downtime
- More proactively monitor for stability

WHY EVOLVEN?

- Powerful IT analytics
- Single point of view for all changes
- View of entire application stack
- Analysis to the most granular level
- Captures all the latest changes

RESULTS: FASTER MTTR. LESS DOWNTIME. IMPROVED STABILITY.

SDL's application management team enjoys more visibility and better control of changes, enhancing their ability to manage global applications and support their client base. Dynamically capturing and analyzing all change information across IT environments, Evolven Blended Analytics makes SDL less reactive and more proactive, to more confidently deliver application updates.

Ensuring Consistency.

Using Evolven, the application management team applied a more proactive approach globally, helping to identify inconsistencies early on across regions, before they became problems.

"Every upgrade's a little bit different for every region," explained Hansberry. "With Evolven, we were able to overcome the biggest problems that we had found in previous upgrades, by running reports beforehand to see if the issue was going to happen, even if we hadn't seen a problem before. Evolven gave us more visibility into other teams and the other priorities that they had."

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Cutting Mean-Time-to-Resolution.

Evolven can seamlessly analyze the entire environment to identify the granular changes or discrepancies that can be the root cause of performance issues.

Under pressure during upgrades, the SDL application team could take hours to identify issues causing problems.

"It would take a lot of time to drill down and find root-cause. When we upgraded a customer, we used Evolven to be proactive and find answers for us early on for potential problems. That saved us hours from having to investigate a problem that could've happened."

Enhancing Performance and Stability.

Evolven enhances performance and stability, by showing what actually changed to quickly zero-in on issues, creating more available time to focus on other development tasks.

"Evolven is really useful," said Hansberry, "There's a lot of information coming into Evolven, so when you get this narrowed down to what you need, it helps you find answers sooner. We were able to identify specific things and be proactive and make changes more stable and, in turn, our clients were happy."

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About SDL

SDL allows companies to optimize their customers' experience across the entire buyer journey. Through its web content management, analytics, social intelligence, campaign management and translation services, SDL helps organizations leverage data-driven insights to understand what their customers want, orchestrate relevant content and communications, and deliver engaging and contextual experiences across languages, cultures, channels and devices.

SDL has over 1,500 enterprise customers, over 400 partners and a global infrastructure of 70 offices in 38 countries. We also work with 79 of the top 100 brands. For more information, visit <http://www.sdl.com>.

About Evolven

Evolven's **Blended Analytics** is a game changing **IT Operation Analytics (ITOA)** solution that **correlates and analyzes cross silo data sources** to deliver unparalleled IT operations insights. Evolven blends **all relevant data sources** across IT silos (including performance, log, network, deployment automation, service desk and CMDB), and **correlates** them with **changes** – the true root causes of performance and availability issues. **Powerful analytics** that rely on machine learning, anomaly detection and domain specific heuristics turn this data into actionable insights for **slashing mean time to resolution, cutting the number of incidents and improving DevOps and Audit**.

Evolven is a privately held, venture-backed company headquartered in the U.S., with presence in Europe and the Middle East. Evolven's executive team and advisory board include world-renowned experts in IT management and enterprise software. Evolven's investors are leading venture capital firms Pitango Venture Capital (www.pitango.com) and Index Ventures (www.indexventures.com). For a free demo call 1-888-841-5578, or follow us on Twitter [@evolven](https://twitter.com/evolven). For more information, visit <http://www.evolven.com>.

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