



## VSE Finds Valuable Answers in Minutes with Evolgen

*Thanks to Evolgen, what took weeks now takes hours or less.*

- Dave Chivers, Vice President and CIO, VSE

### **CHALLENGES: DOWNTIME. LONG MTTR. COMPLIANCE RISK.**

VSE's IT plays a strategic role in meeting VSE's business objectives. It's critical for VSE's IT operations team to be very responsive to changing business requirements, while at the same time making sure they're able to maintain strong control over the IT environment.

#### **Complexity and Frequency of Changes.**

The biggest challenges for VSE's IT team is investigating incidents and identifying their root cause. VSE counts on their IT functions to help make this process easier and faster. However, due to the complexity and dynamics of IT, investigating these complex incidents became more painful, time-consuming and labor intensive.

In 2012, VSE underwent significant changes when it moved its offices and built a brand new state-of-the-art, fully virtualized data center. As the servers were virtualized and copied to the new data center, VSE needed to verify that all servers deployed accurately and consistently, and no data was lost during the transformation. With no automated tool to verify deployment and consistency, VSE faced a major risk for environment stability.

To complicate things even further, as VSE subjected to SOX and Federal Information Security Management Act (FISMA) regulations, auditors visited regularly, asking VSE to validate changes in the data center to stay compliant. Meeting compliance was a long, labor-intensive manual process that took multiple IT managers several weeks to complete. According to VSE's Vice President and CIO, Dave Chivers, "the process of validating changes is like looking for a needle in a haystack and not knowing where to start."

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## EVOLVEN IT OPERATIONS ANALYTICS SOLUTION.

VSE implemented Evolven IT Operations Analytics solution to help them make the data center transformation smooth and risk free, cut incident investigation time, and help VSE stay in compliance effectively and efficiently.

### Smooth, Risk-free Data Center Transformation.

For IT operations, especially when facing a large transformation project, ensuring servers and environments remain consistent is a formidable challenge. Evolven allows VSE's IT operations team to:

- Easily compare servers and business service environments.
- Identify and report inconsistencies and critical differences.
- Compare multiple environments at once.
- Intelligently analyze inconsistencies to highlight those that can create significant issues.
- Get automated consistency reports.

### Cutting Mean-Time-to-Resolution.

When incidents occur, VSE's IT operations team can now turn to Evolven to quickly identify configuration changes and differences that are at the root cause.

"With Evolven, now automation catches in minutes what a manual check would take considerably longer to do," said Chivers.

With Evolven's innovative IT Operations Analytics software, VSE's team can more easily, quickly and seamlessly analyze the problematic environment to identify the granular changes or discrepancies that might have triggered the incident. Using Evolven, the VSE's IT operations team can:

- Detect what has changed to trigger an incident.
- Analyze differences between working and non-working environments.
- Analyze differences against a golden baseline.

### AT A GLANCE

#### KEY BENEFITS

- Cut mean time to resolution
- Maintain compliance
- Risk –free data center transformation

#### 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

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## Maintaining Compliance Effectively and Efficiently

Thanks to Evolgen, what used to be a source of major interruption to VSE's IT operations, has now turned into an easy, fast, seamless and accurate automated process.

Evolgen keeps complete, detailed traceability of all changes as well as an automated audit trail, so now maintaining and providing compliance takes just minutes - a tremendous improvement over VSE's former systems and methods.

## RESULTS: MORE UPTIME. LESS DOWNTIME. MORE EFFICIENCY.

### Improving system uptime and performance.

Previously, it would take VSE's IT team weeks to investigate and resolve an incident, but now using Evolgen's analytics technologies, problems are traced and resolved in minutes significantly increasing system availability and improving performance.

### Reducing risk of downtime and errors.

Using Evolgen's analytics solution, VSE was able to make a smooth and successful transition when it moved offices and built its new data center in 2012.

Evolgen allows VSE's IT managers to continue to ensure 100% consistency of servers and environments - able to easily and efficiently identify the root cause of any changes and maintain complete control of the IT environment 24x7.

### Improving efficiency.

One particular compliance audit was worth the entire cost of the Evolgen product. When the auditors went in to investigate, they asked VSE to validate that they had not changed a specific file. It took VSE minutes to find an accurate answer, using Evolgen, where in the past it would have been a huge, arduous, time-consuming process.

"Not only are we extremely happy with how well Evolgen's technology works, but appreciate working with their designated experienced and knowledgeable customer service rep," said Igor Duenas, Sr. Systems Designer Engineer.

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## About VSE

VSE has been providing professional services for the government since 1959, with an emphasis on department of defense contractors. Based in Alexandria, VA, VSE has provided more than \$2 billion in diversified engineering and technical support services to the U.S. Government and has been ranked among the top 100 defense contractors, top 10 foreign military sales contractors, and top 50 Navy contractors in the nation. More about VSE at <http://www.vsecorp.com>.

## About Evolgen

Evolgen is a recognized IT Operation Analytics (ITOA) leader. Evolgen Blended Analytics solution takes a fresh approach to chronic performance and availability problems, and delivers unparalleled IT operations insights.

Evolgen Blended Analytics collects and analyzes all actual changes, at the most granular level and across the entire IT environment. For a complete cross-silo analysis, Evolgen correlates changes with other operational data already available in the environment (like APM, log, release automation and service desk). 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.

Evolgen's customers include leading companies such as: Barclays, Chubb, Deloitte, HP, ING, JPMorganChase, Moody's, Quintiles, VSE Corporation, Western Union and more.

Evolgen was selected by Gartner as a Cool Vendor in IT Operations, and it is also the winner of the Red Herring Top 100 North America, TiE 50 Top Startup, 20 Most Promising Data Center Solution Providers, Banking CIO Outlook and ITOA50 awards.

For more information: [www.evovlen.com](http://www.evovlen.com).

For a free demo call 1-888-841-5578, visit [www.evovlen.com](http://www.evovlen.com) or follow us on Twitter @evolgen