Case Study: # A.O.SMITH ELECTRICAL PRODUCTS®

Improving Server Response Time at a Global Corporation

The Company:

A.O. Smith Electrical Products Company, #817 on the Fortune 1000 list, has over 3000 employees and a globally distributed computer environment including more than 120 servers across the United States, Europe, Mexico and China. The company is one of the world's leading manufacturers of energy-efficient motors as well as residential and commercial water heating equipment, offering a comprehensive product line featuring the best-known brands in North America and China. A.O. Smith is a Microsoft shop with some Linux and Oracle products. They primarily use Dell PowerPath, EMC SAN, Clariion and Equalogic iSCSI with thousands of Dells in their desktop/laptop environment.

The Challenge:

The administrative demands of a global network rules out the built-in defragmenter. It just wasn't an effective solution for application, database or file server defragmentation. It required scheduling in large windows, off high production times. A.O. Smith is a three-shift company with heavy traffic running 24/7. They'd been getting poor file server response time and file corruption. Backups were slow and caused undue downtime to complete. Help Desk was receiving several hundred calls from users about poor file server and application server performance.

> **"When considering the true time, money and effort involved in network management, I can say that Diskeeper ® performance software pulls its weight."**

The Solution:

David Henry, Systems Administrator for A.O. Smith said, "I first became interested in Diskeeper® when I discovered many forums, conferences and colleagues strongly recommending Diskeeper. Initially we purchased five licenses to pilot. I find the 24/7 defragmentation policies most useful. The Diskeeper Administrator was able to give us a concise report on performance increases and showed us that rolling out Diskeeper on our network would be cost effective and the right thing to do."

"We use Diskeeper EnterpriseServer on our SQL platform and it is excellent. Remember that our servers interact with hundreds of very high-end testing and research machines and fast response is vital. System response is a key contributor to why we succeed so well as a company.

"Diskeeper Administrator allows me to manage performance across my network. I can run reports and pull disk metrics – even on machines that didn't have Diskeeper installed – so I know exactly where to deploy Diskeeper. When considering the true time, money and effort involved in network management, I can say that Diskeeper pulls its weight."

The Results:

"Our backup times have been cut by about 75%", said David. "The best feature is that Diskeeper removes my worry about whether the disk is being maintained at the highest possible level of performance. We noticed the best increase of performance on our file servers. The EMC SAN is for database servers, VMware and file servers. Diskeeper works smoothly and all servers are now reporting quicker boot times and better response times. Everyone in the company has benefited from the Diskeeper deployment! Time is money. As Diskeeper has saved us time, it has saved us money – thus instant ROI."