



Applied Discovery Achieves Operational Excellence with ExtraHop Application Delivery Assurance



ExtraHop provides Proactive Monitoring and Alerting for Industry-Leading E-Discovery Platform

BENEFITS

- Single, consolidated view of the complete application environment
- Proactive alerting for network, database, or storage related issues
- Eliminates need for manual packet analysis, improving operational efficiency by more than 50 percent
- Reduces troubleshooting time and enables cross-team collaboration routing and capacity planning

"The ExtraHop Application Delivery Assurance system is a core component of the proactive monitoring system at Applied Discovery. It's great for accelerated troubleshooting, and, even more importantly, it delivers the complete picture I need to manage my environment. It's the one solution that allows us to get an "EKG" and listen to our network as it operates. I can hear how the heart is beating, how the blood is flowing and isolate exactly what happened when a problem occurs."

—Steven Carlson Network Support Engineer, Applied Discovery, Inc.

Customer Profile

Applied Discovery—a division of LexisNexis—is a leading provider of e-discovery services for complex matters. Established in 1998, Applied Discovery combines leading-edge technology with deep legal expertise to help the nation's top corporations and law firms more effectively navigate the intricacies of e-discovery.

Situation

The IT group within Applied Discovery supports a large-scale, robust and flexible electronic discovery platform designed to handle the most complex cases in the industry. This environment consists of more than 1000 client databases in over 50 SQL clusters, a large-scale SAN infrastructure, powered by state-of-the-art networking equipment. To meet the needs of its Fortune 500 and AmLaw 100 clients, Applied Discovery adheres to strict Service Level Agreements (SLAs) with regard to all client-facing applications.

Due to the complexity of the environment involved, proactive monitoring of all infrastructure layers and intelligent alerting at the first sign of any potential issue is critical. Over the years, Applied Discovery has made investments in various management tools, but each tool focused on a specific tier, network, database, or storage, and was unable to provide complete visibility from a single source. This led to multiple tools being pitted against one another during triage sessions, sometimes with conflicting data.

Solution

The ExtraHop Application Delivery Assurance system, the industry's first fully application-aware network performance management system deployed at Applied Discovery, provided comprehensive monitoring for all technology tiers within their data center environment. It installed quickly and started reporting data within 30 minutes—without requiring configuration or any agent installation. The ExtraHop system applied recent gains in processing power and storage capacity to passively analyze tens of thousands of transactions simultaneously. Supporting most common protocols across the network, database and storage layers, the ExtraHop system presents a complete view of the Applied Discovery environment in real-time.

The ExtraHop system auto-baselines the environment and fires off trend-based alerts when key indicators deviate from normal conditions, now enabling the IT experts at Applied Discovery to detect early warnings and stay ahead of potential client issues. In addition to early trending and alerting, Applied Discovery also uses ExtraHop as a common diagnostic platform shared by all Operations teams. The easy-to-read summary dashboard displays the health of each infrastructure tier, highlighting changes and anomalies, which helps eliminate problem candidates quickly, thereby improving operational efficiencies.