

# VKernel Case Study: ScripNet®



“We knew what servers had the most resources allocated to them, but we didn’t know what the actual utilization was. With VKernel, it only took 20 minutes to have the virtual appliance operational and there was no learning curve. I’m now using Capacity Bottleneck Analyzer everyday to check resource utilization and make necessary adjustments to keep the ESX servers running at optimal performance levels.”

*Jason Webb, System Administrator, ScripNet, Inc*

## Industry: Health Benefit Services

### Challenge

Needed to justify the costs of a new VMware ESX server and updates to the current ESX servers by having accurate shared resource capacity trend data

### Solution

Using the VKernel Capacity Bottleneck Analyzer, ScripNet is able to continuously monitor shared CPU, memory, and storage usage to properly allocate the required resources among all of its deployed virtual machines.

### VKernel at Work

The VKernel Capacity Bottleneck Analyzer continuously monitors CPU, memory, and storage utilization trends in VMware ESX environments across hosts, clusters, and resource pools to identify and eliminate current and future capacity bottlenecks. It also provides detailed capacity information to properly plan for the addition of new virtual machines.

### Deployment Environment

- VKernel Capacity Bottleneck Analyzer Virtual Appliance
- VMware ESX Server 3 on HP Proliant DL servers
- Guest operating systems: Windows Server, Linux, and virtual appliances
- Applications: Oracle, Sharepoint, Microsoft System Center, file servers, email server, IM server, and test servers

### ScripNet

ScripNet is one of the fastest growing pharmacy benefit management (PBM) companies in North America, providing PBM services to over 2,000,000 employees through pharmacies in all 50 states. ScripNet electronically processes prescription drug claims for workers’ compensation, which allows insurance carriers, large self-insured companies, municipalities, managed-care organizations, and third-party administrators to participate in better cost control and increased efficiency for pharmacists, and offers more convenience for injured workers. ScripNet offers a drug utilization review program that improves patient care, reduces fraud and abuse, and cuts administrative expense.

Before implementing Vkernel’s Capacity Bottleneck Analyzer, Jason Webb, systems administrator at ScripNet, was pulling stats from Linux commands in an attempt to get resource utilization information from ScripNet’s VMware ESX servers. Knowing that this was a highly inefficient method, Webb tried using VMware’s Virtual Center, but could not get the information he really needed. When it came time to justify the purchase of another VMware ESX server, the need for shared resource utilization stats became a critical requirement in the decision making process.

Operational in just minutes, Webb was able use Vkernel’s Capacity Bottleneck Analyzer to quickly gain visibility into the utilization of allocated resources for each ESX server. He now had the information needed to justify the cost of the new VMware ESX server when it was quickly determined that resources were getting tight.

Today, Webb is working with the VKernel product every day to check resource utilization and make adjustments based on CPU, memory, and storage consumers. He is also using the stats to allocate the proper resources among all currently deployed virtual machines and determine where to add new virtual machines.

### Results

- Justified the cost and purchase of a new VMware ESX server by having accurate shared resource capacity information
- Making better decisions and constantly improving the performance of its VMware ESX servers by having actual resource (CPU, memory, and storage) utilization data
- Achieving greater efficiencies and saving significant time by eliminating time consuming processes

