Welch's Cuts Weeks of Planning, Licensing Requirements, and 20% of Workload

The IT Intelligence Dashboard—one key feature Welch's uses to make better decisions—provides detailed, real-time information on assets across an entire enterprise.

Challenge: Improving On a Reactive Approach to Performance Management

At Welch's—a global brand known for juices, jams, and jellies—IT faced questions regarding hardware, software, and utilization savings. One IT department serving the organization—including manufacturing, supply, and finance—oversees databases, storage, and applications. Before Galileo, Welch's used AIX/Linux and Oracle tools, but could not fully monitor the environment. Mukesh Sharma—Senior Manager of IT, Database, and ERP Infrastructure—oversees all mission-critical infrastructure. In his words, their former approach was "very reactive." Administrators responded to individual performance complaints using their own approaches. He adds: "Our environment runs very lean, with no dedicated administrators to watch storage or systems. Downtime here slows our entire business, potentially including manufacturing and shipping. We cannot afford any slowdowns, which is why partnering with Galileo made so much sense. They let us see not only what has happened, but also where, when, and why. Better yet, they allow us to prepare for what may happen in the future. That preventive component is vital."

Solution: Detailed Performance Information from Every Corner

Welch's has three to five Galileo users, with "power users" examining infrastructure for bottlenecks. When needed, they can pinpoint the moment of trouble. Mr. Sharma notes: "CPU and paging performance have proven to be important features—along with allocation and utilization. We can look back at CPU usage, paging, disk service time, and storage performance. We can quickly transfer ownership of infrastructure performance to the correct people."

Benefit: Lower Costs and Greater Efficiency… with Even More to Come

Welch's reduced such costs as capacity planning, which once took external analysts weeks. Key Performance Indicators let staff ask better questions on bottlenecks, share information in a common format, and see true data across the organization. They have right-sized hardware, storage, and CPU allocation to needs and streamlined licensing. Optimization reduced costs with less-expensive, more-efficient hardware. As Welch's incorporates cloud resources, it anticipates a potential 20% workload reduction over ten years. Mr. Sharma summarizes: "Seeing what happens before and after changes allows us to better utilize resources and maximize efficiency. We can provide detailed justification for business IT spending. Galileo helped us to move toward cost-effective processes and has quickly paid for itself. In the end, we make better decisions, spend less, and feel good about it. Galileo saves dollars while delivering value. I think the IT Intelligence Dashboards will improve how we make decisions across our IT enterprise. Using Galileo, we have already dramatically reduced our decision-making times, and these dashboards act like a crystal ball across our IT environment."

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