



DEALERSKINS relies on FusionReactor

Problem

Various server issues, which have been difficult to pinpoint and which had led to server stability problems. This situation impacted Dealerskins ability to maintain high server availability and fulfill their customer service level agreements.

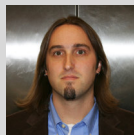
Solution

Metrics data supplied by FusionReactor was crucial in enabling Dealerskins to troubleshoot and identify server issues before they could be fixed. FusionReactor is installed on all production servers to continuously gather usage metrics and provide unattended server monitoring capability.

Benefits

- Support staff are immediately alerted to any potential server issues via the Enterprise Dashboard - enabling fixes to be quickly put in place and keeping customer service impact down to a minimum.
- Running FusionReactor on all production servers, enables Dealerskins to gather performance, benchmarking and tuning data, which is used by their development teams to improve the overall quality of applications, by reducing memory consumption and increasing request throughput.
- Benchmarking and testing data provided by FusionReactor was instrumental to supporting us in our recent migration to ColdFusion 8.

“Kudos to the FusionReactor folks for a tool that quite frankly I do not think we can live without.”



Aaron West,
Dealerskins
Development
Manager



FusionReactor — a tool we can't live without...

A few years ago, Dealerskins faced a serious server issue and turned to FusionReactor to help identify it. Five minutes after installing FusionReactor, they were able to find and fix the problem. Since that time, FusionReactor has become a critical component in Dealerskins enterprise hosting business strategy.

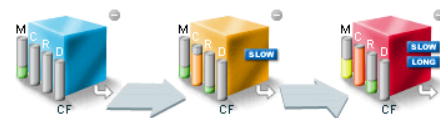
Prevent

“We’ve been using FusionReactor for almost three years now and it has really changed our approach to how we manage our hosted customers servers. It has become a core thread which is woven throughout our entire product line offering,” said Aaron West, Dealerskins Development Manager.

“Our customers rely on us to keep sites up and have them perform well. We are continually expanding, adding approximately 90 websites per month. With growth like this, it is imperative that we pay close attention to the infrastructure of the whole platform. FusionReactor helps us determine how things are operating. For this reason, we have FusionReactor on every one of our ColdFusion servers and continuously use it for live profiling and monitoring of CPU and memory utilization as well as site request activity. When budgeting for new servers, we automatically include FusionReactor as part of our overall business strategy.”

Find

FusionReactor is used on a daily basis to monitor all Dealerskins production servers. Using the FusionReactor Enterprise Dashboard, displayed on a large LCD panel located in the central server room, the support team is able to keep track of the health of all their customer sites from a single screen. A change of state to any one of the servers currently being monitored, is immediately highlighted within the Enterprise Dashboard which causes the ‘server cubes’ to change color, reflecting real-time server status. Detail indicators showing memory, CPU, request time and DB query time are also shown.



Fix

“An example of a major issue that came up was with a SQL injection attack,” said Aaron West, Dealerskins Development Manager. “With FusionReactor, we were able to locate the problem and stop the attack at the code level. FusionReactor allowed us to see exactly which interfaces were vulnerable so that we could effectively direct our development team to make the fixes. Being able to rapidly respond, enabled us to make sure that our end-users experienced no downtime. We noticed that other companies hit by similar attacks experienced eight or more hours of downtime. Having FusionReactor in place helped us to maintain our reputation as a high-level service provider.”