

# VKernel Case Study: Safelite AutoGlass®



"The VKernel Chargeback virtual appliance has greatly increased our visibility to manage our virtual machine usage and growth. We are now well informed to guide our future growth with solid data from past usage."

*Rick Vanover, System Administrator, Safelite AutoGlass*

## Industry: Vehicle Repair and Replacement

### Challenge

When providing virtual machine guest operating systems across various business units throughout the organization, the challenge of providing performance data was hard to capture and report.

### Solution

Using the VKernel virtual appliance, Safelite AutoGlass is able to provide internal IT and other business units visibility into the VMware environment allocated to different needs. Future growth planning is now enabled by sound historical performance data.

### VKernel at Work

The VKernel Chargeback virtual appliance empowers the technical staff with usage data that is useful in resource management, capacity planning, and other analysis for the VMware Virtual Infrastructure 3 implementation.

### Deployment Environment

- VKernel Chargeback Virtual Appliance
- VMware ESX Server 3 on Dell PowerEdge 6850 servers
- Guest operating systems: Windows Server 2003, Windows server 2000, and virtual appliances
- Applications: Active Directory, Citrix, WSUS, SMS, license servers, intranet web sites, claims management applications, mobile applications for technicians, directions encoding for technicians and certificate authority servers

### Safelite AutoGlass

Safelite AutoGlass, a subsidiary of Belron US, is a multi-faceted vehicle glass and claims management service organization based in Columbus, Ohio. The company is composed of three major business operations that include vehicle glass fulfillment services, operating under the trade names of Auto Glass Specialists®, Elite Auto Glass™, and Safelite AutoGlass®; windshield manufacturing; and Safelite Solutions® fleet and insurance claims management services. The company employs more than 7,000 people in the U.S.

Without VKernel, Safelite had limited visibility to usage assigned to different business services within the virtual infrastructure. "We knew certain groups had more resource usage than others, but no way to quantitatively compare and account for usage," said Rick Vanover, system administrator for Safelite. "As the business requirements change, there is a definite need for the visibility of resource usage for chargeback and analysis purposes."

Today, Safelite has the VKernel Chargeback virtual appliance in use to empower the technical staff with usage data that is useful in resource management, capacity planning, and other analysis for the VMware Virtual Infrastructure 3 implementation.

### Results

- Management and administration empowered with usage data for all virtual systems
- Increased visibility to help manage storage growth
- Expanded granularity with business services to report on usage based on which virtual data centers, live versus development systems and usage across business units
- Increased visibility to protect against global virtual configuration issues

