



Diskeeper® 2009 saves time and trouble for the City of Ann Arbor

Jennifer Latham is the Senior Infrastructure Specialist for the City of Ann Arbor, Information Technology Services Department. She is one of three administrators responsible for the server, network, and security infrastructure of the city's computing environment and network spread throughout the city and supporting approximately 60 servers. This city has approximately 800 employees so it's a busy area.

Diskeeper allows IT to keep the users' desktops and laptops defragmented without them having to submit Helpdesk tickets or be without their computer for hours at a time.

IT Services primarily uses a Windows server/desktop environment. The overall storage footprint currently represents approximately 5 terabytes. They run Diskeeper Enterprise Server and Server Standard on Microsoft SQL Server, Exchange, and clustered file services with Windows Server 2003 and also 800 Diskeeper Professional licenses on Windows XP Professional operating systems.

They were having difficulty completing backups within the nightly window of opportunity outside of business hours. They also had concerns about system performance and had a few servers locking up or blue-screening unexpectedly. Running Diskeeper allows IT to keep the users' desktops and laptops defragmented without them having to submit Helpdesk tickets or be without their computer for hours at a time while manual defrag occurs.

"Managing our Windows environment for disk defragmentation without Diskeeper was overly time-consuming," stated Jennifer in our case study interview. "Our Helpdesk staff was spending significant time defragmenting desktops, resulting in time lost for both our support staff and for the users experiencing slow system performance. Our Infrastructure Team found themselves having to stay alert for fragmentation on all of the large server partitions. We saw incidents of system instability, slow backup times and reduced response times for our more intensive applications."

The Solution:

Latham told us, "I was interested in the ability to have our systems defragmented without time being spent by our staff to manually perform the process. We picked some of our less critical servers to initially run Diskeeper on, along with

workstations and laptops in Information Technology. Reviewing the logs for ‘fragments eliminated’ daily showed significant results on top of the performance improvements noticed.”

At no point during the testing did they encounter any problems introduced by Diskeeper into the busy environment. The testing was seamless and all those involved immediately saw the benefits. Significant ROI analysis was not required as it was obvious. The Windows 2000 and 2003 server licenses were deployed via the Diskeeper Administrator product. The Windows Professional desktops and laptops were installed with Altiris Deployment Server.

The city’s critical IT environment does have a number of Microsoft SQL servers, and they have been quite satisfied with the performance since installing Diskeeper. “It is fantastic to have a defragmentation solution that does not interfere with our databases”, stated Latham. All of these servers are built on RAID 1 and 5; Diskeeper has worked flawlessly on them. The staff is equally satisfied with the results on their Microsoft file cluster relying on storage on Dell PowerVault MD3000i iSCSI SAN arrays.

Prime benefits:

Since deploying Diskeeper, there has been a reduction in issues due to system instability, and noted performance gains in server response times and backup operations. With the product installed and the service running, Automatic Defrag is keeping the systems fragmentation levels low without impeding user productivity. Users say they have noticed much faster boot times and reports of slow systems have been reduced.

**InvisiTasking®
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“InvisiTasking Technology is a key component to Diskeeper’s success. Our systems are defragmented automatically during periods of low use. As a result, there has been no discernable performance hit to our servers since installing Diskeeper. But the biggest benefit to the InvisiTasking technology is the time saved in administration. We do not have the burden of manually defragmenting the systems during peak business hours where we might disrupt users by slowing server performance, nor do we have to spend time managing defragmentation on nights or weekends. InvisiTasking truly makes Diskeeper ‘Set It and Forget It’”, reported Latham.

Automatic Defragmentation allows the computer systems to stay optimized with no manual administration. This represents a time savings for desktop and server management teams because the users have shorter wait times when restarting their systems. The desktop support team no longer has to investigate fragmentation of systems when troubleshooting system performance issues.

Latham compliments her interaction with the Diskeeper staff: “I primarily dealt with my Sales Rep, Holleigh Tauffer. She was the most technical salesperson I’ve ever had the pleasure of dealing with. During the purchasing process, she was a fantastic liaison for support when I had issues requiring attention, and she saw me through the entire process from evaluation to deployment. She was such a pleasure to work with, handling the minor getting started questions that I had. It makes it easy to give positive feedback about a good product I received with good service too.”

Diskeeper is now used throughout the city office environment. They have deployed 3 Diskeeper Enterprise Server, 67 Server and close to 600 Diskeeper Professional licenses.

The financial benefit to company is that there has been a time savings for the IT staff being relieved of the task of manually managing defragmentation. Users are saved time through faster system boots of their workstations.

“Diskeeper 2009 has been extremely helpful to us at the City of Ann Arbor. The Administrator utility allowed us to seamlessly deploy Diskeeper to our servers without downtime or interruption. Diskeeper's InvisiTasking has been flawlessly defragmenting our servers during periods of low utilization” is Jen Latham’s summation of the benefits.

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