

# Customer Case Study



All Systems Go.



**eHarmony**  
Pasadena, CA  
[www.eHarmony.com](http://www.eHarmony.com)

**Industry**  
Online Services

## About eHarmony

- *Leading online relationship service provider*
- *16 Million Customers*
- *300+ million pageviews/mo*
- *400-1200 transactions/sec*
- *800 Employees*

## Key Benefits

- *Prioritized alerts and recovery alerts focus efforts on the monitoring issues instead of the management system itself*
- *Complete coverage of established, custom and leading edge technologies*
- *Saved headcount expansion for the systems management team by avoiding additional hires to manage monitoring tools*
- *Saved hardware purchases through performance optimization*

## eHarmony Finds the Perfect Systems Management Match in Hyperic HQ

eHarmony is the Internet's #1 trusted relationship service dedicated to building the relationships of both singles and married couples. Founded in 2000 by Dr. Neil Clark Warren, the company transformed the way singles are introduced online. eHarmony was the first web-based relationship service to use a scientific approach to match highly compatible singles.

eHarmony's Compatibility Matching System™ has allowed millions of people of all ages, ethnicities, and religious backgrounds to go online seeking the love of their lives with the company's patented technology. The eHarmony site serves more than 16 million registered users, and adds 10 to 15 thousand new users every day. eHarmony has members from all 50 states in the United States as well as more than 200 other countries.

"The mission of eHarmony's technology team is to use the most innovative technology available to provide the optimum user experience on our site. The people who become members of eHarmony are enthusiastic and passionate about building strong and lasting relationships. We match that enthusiasm and passion with a desire to build a powerful online system that continually enhances and personalizes their experience," said Mark Douglas, vice president of technology.

## The Road to Growth

In 2005, with monthly page views between 300 and 650 million, eHarmony re-built its entire IT infrastructure to create a robust technology platform that could support the skyrocketing demand for their services.

At the time, the company relied on an open source monitoring solution to alert the technology team when there was a system issue. But with its rapidly growing user base, the team needed more than monitoring. They needed a solution that provided historical trend analysis to anticipate and diagnose issues before they could impact the user experience.

"Our members expect to have 24/7 access to our service and with such a large community of members, the smallest performance issue can have a significant impact," said Douglas.



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## Environment

- 400+ Servers
- Custom J2EE Applications
- WebLogic Application Servers
- Oracle 10g Databases
- Red Hat Enterprise Linux
- Force10 Network Switches
- 3Par Storage Arrays

## Why eHarmony Selected Hyperic HQ Enterprise:

- Broad support for leading edge technologies
- Enterprise alerting extends definitions to include recovery and multi-conditional alerts
- Policy Control streamlines administration of alerts across large resource groupss

## Searching for the Right Solution

eHarmony's technology team is a small group of very senior IT professionals with significant experience building large scale technology deployments. As a result, they knew exactly how to best architect their systems to scale with their predicted growth. Their requirements were straight-forward: an umbrella-like solution over their infrastructure for monitoring and alerting; the flexibility to quickly extend that umbrella to custom and emerging technology; and an easy to manage platform that did not require a large team for support

Prior experience led them first to traditional systems management vendors but these solutions were too limited. Douglas and his team knew that these solutions were unable to adequately cover the custom and leading-edge set of technologies in their data center. When evaluating Hyperic HQ, eHarmony found software that provided substantial systems management coverage for its data center technologies, with out-of-the-box support for Red Hat Linux, BEA's WebLogic, and Oracle 10g Rack. Additionally, Hyperic's platform allowed for easy customization and extension to newer technologies like Force10 routers and 3Par storage arrays.

## A Perfect Match For Systems Management

Across two data centers, located on opposite coasts, Hyperic monitors all network, application, database, and storage activity, and correlates that information over time to conduct trend analysis. To achieve operational efficiency, Douglas and his team used the customizable alerting features in Hyperic HQ and developed a sophisticated alerting structure that organizes and prioritizes alerts based on type and action required so that those that need attention first, get it immediately. "To understand how to effectively set alerts, it's important to understand the user experience alongside the architecture supporting it," notes Douglas.

Prioritization within such a large infrastructure is crucial to maintaining availability. eHarmony uses Hyperic HQ to manage top level business concerns as well as acknowledge low level technical events. The top level business events such as no registrations several seconds alerts the team that there may be a problem. Knowing these types of user experience events are crucial to maintaining customer satisfaction. Lower level events, such as a single server down, does not qualify as an immediate concern unless it affects the user experience.

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**Mark Douglas**  
VP of Technology, eHarmony

## Contact us

Hyperic, Inc.  
www.hyperic.com  
609 Mission Street, 4th Floor  
San Francisco, CA 94105 USA  
phone: 415-541-4975  
fax: 415-541-9785  
sales@hyperic.com

To manage the general health of such a large environment, every system event needs to be accounted for and understood. It is essential that the management system tracks when an alert condition is no longer present, either through lower throughput, or manual remediation. Hyperic HQ pairs every alert at eHarmony with a recovery alert. This pairing helps manage open alerts, and provides administrators with a realistic picture of what alerts still need investigating.

With this automated prioritization of alerts, administrators are not distracted managing their system management solution, and can focus on developing ways to maximize their user's online experience.

## Hyperic enables eHarmony to Make Perfect Matches

Hyperic HQ enabled eHarmony to provide complete systems management coverage very quickly, without the need for expensive consulting resources. On a daily basis, the HQ solution provides constant and reliable information essential to the eHarmony team to manage their high-throughput website. HQ's flexibility and ease of use ensures the team can support any new alert or technology the business demands quickly.

Because of Hyperic HQ's ease of use, the eHarmony team saved on dedicated headcount typically needed for managing, deploying and maintaining monitoring tools. The team is able to focus on the systems metrics and the trends without having to focus on the system itself.

“With Hyperic HQ we have confidence that our team is always one step ahead of potential problems, no matter how many people are on the site or how many new users are added,” remarked Douglas. “With its comprehensive management capabilities and coverage, I'm confident Hyperic will continue to be the de-facto systems management standard for any technology project eHarmony undertakes, and should be for every other industry-leading, high-demand service on the web.”

## About Hyperic Inc.

Hyperic provides the only open source systems management software purpose-built for the fast-moving online services market. Hyperic's software provides unprecedented cross-stack visibility and helps enterprises to pinpoint, correct and prevent problems at every layer – including hardware, networks, virtualization, middleware and applications. Hyperic's technology-neutral approach supports innovation by enabling manageability across technologies in the market today as well as those of tomorrow. Hyperic's software manages online services businesses of all sizes, including hi5 Networks, eHarmony.com, MyNewPlace.com and more.