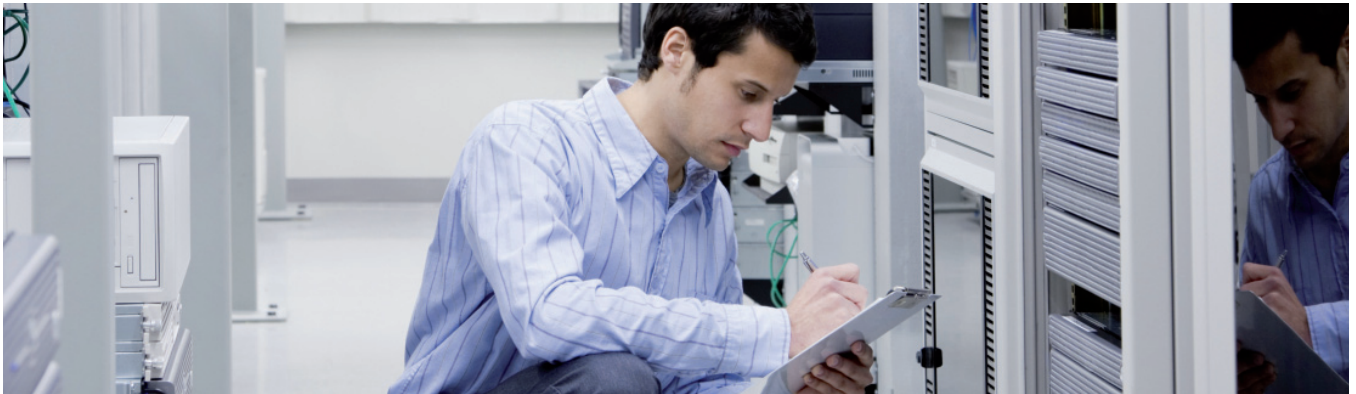




NetApp™
Go further, faster

Success Story

InTechnology Underpins Risk-Free Managed Services with Web of NetApp Storage



inTechnology

KEY HIGHLIGHTS

Industry

Data management, hosting, networking, and voice services

The challenge

A scalable, flexible and reliable storage backbone to meet changing requirements

The solution

NetApp FAS storage combined with SnapMirror® and SnapManager® software to create a multitier storage infrastructure to manage different classes of data

Benefits

- Centralised storage
- Ability to respond quickly to customer needs
- High resilience and performance
- Future-proofing

CUSTOMER PROFILE

InTechnology (www.intechnology.co.uk) helps businesses manage their information assets securely and efficiently. The 25-year-old company has invested £100 million over the last seven years into its managed data and voice services portfolio, which includes building two tier-3 data centres in Harrogate and London; a national IP network; voice over IP (VoIP) service platforms; and hardware for data backup, replication, and archiving.

By linking into its network, InTechnology customers such as law firm DLA Piper and global resourcing firm Kelly Services can tap into a range of data and voice services. These vary from simple hosting, storage, and network services to handing over management of their entire range of applications.

THE CHALLENGE

Create a Solid Backbone and Storage Platform to Meet Growing Customer Demand

Customers' environments are constantly in flux, so it was vital that InTechnology could provide an iron-clad storage infrastructure that was flexible enough to cope with changes.

"Many of our customers double their storage requirements every two years, and we are constantly adding to our customer portfolio. We needed a robust storage infrastructure

that would allow us to focus on providing our customers with our services rather than worry about the infrastructure behind these services. Nothing less than 100% reliability was essential, but we also needed virtually seamless scalability," explains Stefan Haase, marketing director InTechnology Plc. "We needed to be able to provide increased data capacity to our existing customers and extend those services to new customers with total confidence."

THE SOLUTION

Multitiered Storage Solution with NetApp at Its Heart

Working with NetApp, InTechnology has created a matrix of storage solutions that gives it the stability to grow the business and improve and widen its services to customers.

"We looked at a number of vendors, and we selected NetApp because it was a very stable company. Key issues for us were stability and availability, and our need for those qualities has increased significantly over time. What's also proved important is that NetApp is very easy to deal with as a partner and doesn't overcomplicate the concept of storage," comments Haase.

InTechnology has an extensive network of FAS3070 high-availability pairs running at both its Harrogate and London data centres to hold customer data.

"We use NetApp throughout our data centres to underpin the services we offer

“NetApp storage does what it says on the tin. It’s easy to manage, easy to grow, and easy to migrate and provides the flexibility we need to offer our customers a wide range of managed services.”

Stefan Haase

Marketing Director, InTechnology Plc

our customers. This includes our archiving, managed backup, and storage and replication services, which are all part of our key Multi-Tier Data Management (MDM) service,” continues Haase.

The MDM service is based on analysing and categorising customer data, assessing whether that data is either ultracritical, requiring constant access; critical data from perhaps the last 90 days; or legacy data that needs to be archived. It then suggests how to manage this data effectively using a mix of high availability, failover storage, or cheaper solutions for legacy data. “Our job is to manage data through its lifecycle, putting it on the appropriate platform at the appropriate time,” explains Haase.

The data should sit at the lowest cost point. So InTechnology rates and differentiates the data: all ultracritical data will be replicated off-site and stored on high-availability or failover storage to make sure of the highest level of business continuity, while critical data is backed up once a day.

“We take a copy of that data and put it in our managed data centre, and that sits largely on NetApp hardware at the back end,” says Haase.

The managed service business has been going since 2000, initially using Compaq storage, but this was quickly switched to NetApp. Since then, InTechnology has relied on NetApp to provide most of its storage requirements.

BUSINESS BENEFITS

Flexible, Reliable Storage Platform to Offer Customers Reliable, Responsive Network and Data Services

The ease of use and installation of the NetApp solutions has enabled InTechnology to respond to customer requirements quickly and efficiently. “With NetApp, whether you want 1TB or 100TB, you can grow or shrink within the product range. We’ve been very impressed by the NetApp equipment, and NetApp has delivered what it promised. This in turn has helped us exceed our clients’ expectations. We currently have 5PB of data under management, and 90% of that is on NetApp,” says Haase.

NetApp is also central to its future plans, as Haase explains: “We’re moving toward managed storage services and managed replication services, and both of these offerings will be managed on NetApp too. So if you want to store business-critical applications on pay-as-you-grow storage, you can do that at our data centres, where it is also more resilient and more secure.”

The company is also in the process of virtualising its server infrastructure. Here again, NetApp is playing a key role in that initiative, because “NetApp storage does what it says on the tin. It’s easy to manage, easy to grow, and easy to migrate and provides the flexibility we need to offer our customers a wide range managed services. The range of software such as SnapManager and SnapMirror has also proved invaluable,” says Haase.

Using NetApp, InTechnology can dynamically manage volumes, improve performance characteristics, and enhance security of the data. “NetApp SnapManager technology enables us to roll back to a point in time, and using NetApp SnapMirror software we can offer remote data protection service to our customers by locating a mirror copy of customer data in a second InTechnology data centre. This means we can maximise the investment in our network infrastructure and offer a better service through multisite protection of customer data.”

SOLUTION COMPONENTS

NetApp FAS3070

NetApp SnapManager

NetApp SnapMirror



www.netapp.co.uk

NetApp creates innovative storage and data management solutions that accelerate business breakthroughs and deliver outstanding cost efficiency. Discover our passion for helping companies around the world go further, faster at netapp.co.uk

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