



Hifn Swarm Makes Reducing Server and Storage Costs Mission Possible for Amcom Software

HIGHLIGHTS

Challenge:

Mission-critical communications technology provider needed to consolidate and simplify the storage of multiple servers for cost reduction and business availability.

Goal:

A virtualized infrastructure that could easily and reliably scale to support the dynamic storage demands of the business.

Results:

The Hifn Swarm 3100 Series iSCSI Storage Appliance integrated into the company's new VMware Infrastructure 3 environment with ease, reducing storage and server costs as well as overall energy expenses.

ENVIRONMENT:

- Multiple servers now consolidated into a new virtual VMware Infrastructure 3 environment
- Redundant storage appliances for assured disaster tolerance
- 24 x 7 application availability demands for mission-critical communications customers

KEY BENEFITS:

- Server storage consolidation for dramatic cost reduction and energy savings
- RAID 51/61 true active/active failover for continuous data availability and protection
- Simple installation and management

Organization

Amcom Software is a leading provider of mission-critical communications technology solutions for organizations that depend on speed, accuracy, and productivity to support day-to-day business continuity and event-driven communications. Headquartered in Minneapolis, Min., Amcom solutions unify existing telephone, paging and computer information systems to create a comprehensive call center solution that cuts operating costs and improves communications productivity. Amcom's open technology, standards-based solutions are used by more than 400 blue-chip companies in health care, education, finance, utilities and government agencies.

Customers including Intel Corporation, Duke University, Cedars Sinai Medical Center, Memorial Sloan-Kettering Cancer Center, U.S. Department of the Army, Yale University, and Stanford University Medical Center, turn to Amcom to streamline and centralize their attendant call center services and to improve their service and efficiency. As a result, Amcom is often required to adapt quickly to customer needs and changing business requirements.

The Challenge

As a provider of mission-critical communications technology, Amcom's datacenter has stringent requirements for assured availability and reliability. To meet increasing needs for scalability and reliability, Amcom consolidated its multiple servers into a

VMware Infrastructure 3 environment. With this server consolidation project, Amcom also wished to implement a SAN solution that would increase storage utilization, enhance corporate data protection methods and simplify disaster recovery.

Other key storage solution criteria was RAID protection for the company's newly developed disaster recovery infrastructure as well as streamlined installation and management and compatibility with its VMware infrastructure.

The Swarm has delivered a tremendous return on our investment that will continue to pay for itself over and over again into the future.

*Ray Stanley
network administrator, Amcom Software*

The Solution

After close evaluation of its growing business needs and the requirements of its new virtual infrastructure, Amcom selected the Swarm 3100 Series iSCSI SAN appliance from Hifn. The Swarm features powerful RAID 5/6 protection and RAID 51/RAID 61 active/active failover and multiple access paths which gives Amcom the disaster tolerance it needed for its VMware environment. In addition, Amcom also liked that the Swarm features remote



AMCOM SOFTWARE

data replication support and a simplified management console for easy Web-based configuration for multiple units from a single interface.

“Deploying the Hifn Swarm appliance in our datacenter has enabled us to simplify the consolidation of storage for multiple servers,” said Ray Stanley, network administrator, Amcom Software. “As a result, we have seen considerable application performance increases in addition to significant savings in server and storage costs.”

The Swarm was easy to install and a snap to manage. It's been a key component in the success of our virtual infrastructure.

Ray Stanley
network administrator, Amcom Software

Results

The Swarm iSCSI SAN appliance from Hifn enabled Amcom to increase its storage utilization, enhance corporate data protection methods and simplify disaster recovery processes. By consolidating the growing volumes data storage on its multiple virtual servers, Amcom has reaped the benefits of significant cost and time savings.

“By consolidating our servers and storage into a virtualized solution, we have seen dramatic cost savings in both infrastructure costs and the energy expenses used to cool our server environment,” added Stanley. “The Swarm has delivered a tremendous return on our investment that will continue to pay for itself over and over again into the future.”



ABOUT SWARM IP SAN APPLIANCES FROM HIFN

The Swarm is a series of IP SAN appliances that deliver the benefits of storage networking to small and mid-sized business that want encryption, storage consolidation, centralized management, automatic backup, high availability and seamless integration with the Microsoft operating environment.

750 University Avenue
Los Gatos, CA 95032
408.399.3500 tel
408.399.3501 fax
info@hifn.com
www.hifn.com