Hewlett Packard Enterprise

![Syntrophos Shared Service Center logo]

Objective
Refresh IT infrastructure and support Tier-1 applications

Approach
Virtualized physical infrastructure and consolidated data centers

IT Matters
- Drove data efficiency ratio of 63:1

- Achieved 360 TB capacity savings

- Consolidated four physical data centers to two

Business Matters
- Eliminated significant risk, time, and costs associated with data recovery

- Enabled better customer service level agreements

- Gained fourfold reduction in CapEx and OpEx

Dutch service provider gets a total IT refresh from the ground up

Hyperconverged infrastructure greatly reduces CapEx and OpEx

Inability to scale drives up costs

Syntrophos, a shared service center founded by four cities in the Netherlands, provides high-quality information and communication technology, geo-information, and consulting services to over 120,000 citizens, as well as seven smaller governmental agencies. The company employs a staff of over 1,400 and has a dedicated IT team focused on running and maintaining vital applications.

Syntrophos prioritizes and VMware ESX® servers—as well as NetApp systems with multiple disk shelves totaling nearly 70 TB of storage—hindered Syntrophos's ability to scale and optimize critical applications and increased data center complexity and costs. Even more challenging, the company needed to migrate 51 physical servers and vacate its current data centers within a tight deadline.

Data protection and backup were also points of contention for Syntrophos. Its best-case recovery point objective (RPO) and recovery

time objective (RTO) were 12 hours and 4 hours, respectively. This meant that if Syntrophos had an outage, it would take 4 hours to recover data that was 12 hours old—introducing significant risk to the business.

Its worst-case RTO was three days—and that was for just a fraction of its entire environment. The company's data-protection strategy was severely limited by these technological dependencies, a less-than-ideal scenario for a company dedicated to excellence.

Patrique Martin, project manager for Syntrophos, realized he needed a solution that could wholly address the company's initiatives, as well as improve performance, availability, and agility for its mission-critical applications.

A simple, scalable, and flexible solution
Syntrophos sought an agile, flexible, high-performing, scalable, affordable, and simple solution. Having implemented NetApp in two of its larger cities, the company logically looked to

Customer at a glance

Hyperconverged solutions
• HPE SimpliVity

NetApp's FlexPod converged infrastructure as a possible candidate. However, FlexPod came with multiple different consoles and management interfaces, which did not align with the firm's initiative to simplify its IT environment.

Syntrophos also considered solutions from Nutanix and Nimble but ultimately decided they failed to meet its requirements. Then, through a partner, the company was introduced to HPE SimpliVity hyperconverged infrastructure. Syntrophos requested a live demo and could not believe what it saw.

In a single platform, HPE SimpliVity delivered all of the features Syntrophos was looking for, with a management interface that 90% of all system administrators know how to use: VMware vCenter®. Syntrophos obtained a proof-of-concept version and for two weeks unsuccessfully attempted to "break" HPE SimpliVity. Completely won over, the organization then purchased and implemented eight nodes in its data centers.

Increased efficiency and faster service

Using the platform's global unified management system, Syntrophos administrators can access workstations from any of the company's data centers. This simplified management, and the solution's flexibility and agility, have transformed IT operations. Before the advent of HPE SimpliVity, Syntrophos needed five engineers to manage its entire IT environment. Now just two engineers can easily oversee the virtual infrastructure, freeing up staff to devote their energies to other activities.

To meet its data-protection objectives, Syntrophos previously used NetApp storage system-based snapshots with CommVault, Veeam, and IBM Tivoli backup to tape, which involved multiple licensing expenses and created a maze of complex management interfaces. HPE SimpliVity has lowered the total cost of ownership, delivering enterprise performance, protection, and data efficiency and boosting data availability and recovery capabilities.

Using built-in backup and replication capabilities, HPE SimpliVity backs up 100% of Syntrophos' migrated virtual machines (VMs), providing both local and remote copies. Syntrophos has tightened its RPO/RTO levels in its continuity plans and discontinued the use of now-superfluous third-party providers for off-site disaster recovery.

Backup jobs now take minutes, as opposed to hours or days. The company's absolute worst-case RTO—previously three days—is now just four hours, eliminating significant risk. Most importantly, Syntrophos can now deliver improved service level agreements to its customers.

Applications that were difficult to manage from a backup and disaster-recovery perspective (due to a high degree of customization and special use cases) are now streamlined and simple. "There is only one method now to do data protection and disaster recovery: the HPE SimpliVity method," says Martin. "Their simple, flexible, and thorough policies are fast and accurate—it's easier and less time consuming."

Syntrophos has been able to migrate its VMs onto hyperconverged infrastructure with no costly downtime. HPE SimpliVity's flexibility also allows the company to continue to use legacy Dell servers to run Oracle 11g—a unique configuration that mitigates Oracle licensing fees.

The ability to host legacy infrastructure on the platform provides Syntrophos the flexibility necessary to continue operations while moving forward with its data center consolidation. "Using HPE SimpliVity as a foundation has been acknowledged by all different corners of the organization," says Martin. "We had never seen a 'back-end' solution that end users wanted to know about."

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