TIERPOINT | PROBLEM SOLVED

Cloud services provider TierPoint simplifies infrastructure management and scales seamlessly with FlexPod Datacenter with NetApp FAS and All Flash FAS (AFF).

Making Complex Cloud Services Simpler by Bringing Hybrid IT Full Circle

In the highly competitive cloud services industry, TierPoint is growing quickly because the company has a laserlike focus on hybrid IT. TierPoint is well-positioned to address the needs of enterprise organizations as hybrid and multi-cloud deployments become the new normal. To simplify management and provide its more than 5,000 customers with a broad range of cloud services that deliver reliable performance and availability, TierPoint chose FlexPod with FAS and AFF.

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FlexPod
A Cisco and NetApp Solution

99.99%
uptime SLA

300,000
IOPS with less than 2ms latency

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> "Our customers rely on TierPoint to help them develop and execute their IT strategy. Regardless of where our customers are located, we have a nearby data center facility. As a result, we can focus on managing our clients' applications regardless of where they physically reside—on premise, at one of our data centers, or in the cloud."

David Hines
Vice President of Architecture and Engineering, TierPoint

With 40 geographically diverse data centers in 20 markets, TierPoint offers an extensive portfolio of hybrid IT solutions that include cloud, colocation, security, and managed services. The company's expertise around hybrid IT integration and customization enables customers to increase business agility, drive performance, and improve risk management.

"Our customers rely on TierPoint to help them develop and execute their IT strategy," explains David Hines, Vice President of Architecture and Engineering at TierPoint. "Regardless of where our customers are located, we have a nearby data center facility. As a result, we can focus on managing our clients' applications regardless of where they physically reside—on premise, at one of our data centers, or in the cloud."

TierPoint boasts one of the largest customer bases in the industry with over 5,000 clients in every vertical, from small businesses to mid-market enterprises and Fortune 500 companies. These clients include the Bill & Melinda Gates Foundation, the Jacksonville Jaguars, and Gonzaga University. Regardless of their size or industry, TierPoint's clients have the highest expectations for reliability, performance, and security.

In the past, TierPoint relied on a multitude of single-purpose, dedicated devices to meet the diverse needs of its clients. But the company soon discovered that this approach couldn't scale at its current pace of growth.

After exhaustive performance, availability, and fail-over testing, TierPoint chose FlexPod with FAS—later adding AFF—to support a broad array of services, from colocation to managed and multitenant cloud services.

"By using FlexPod with AFF, we have created a unified storage infrastructure that can service all of our needs inside the data center," explains Hines. "FlexPod with AFF enables us to drive new efficiencies and minimize footprint. It makes our jobs much easier."

NONSTOP EXTREME PERFORMANCE

With its FlexPod infrastructure, TierPoint has provided nonstop data availability with zero data loss. The company can also perform upgrades without disruption and scale seamlessly without impacting customer operations.

"The entire stack supports high availability," explains Hines. "Our current SLA for multitenant cloud or shared storage services is four nines, but we are now able to target five nines, which is essentially zero downtime in a month."

TierPoint's All Flash FAS systems also deliver over 300,000 IOPS while sustaining less than 2ms latency—a significant improvement over the 20, 30, or even 50ms latency of the company's previous infrastructure.

"At even 20ms latency, customers become frustrated—as they should," says Hines. "Being able to standardize on AFF has been a significant win for us, and we are very pleased with its performance."

With FlexPod with FAS and AFF, TierPoint can help customers take advantage of hybrid cloud environments without sacrificing the safety of their data. Secure multitenancy features enable TierPoint to provide the security of a dedicated environment with the cost-efficiency of a shared storage environment. Integrated data protection features enable high availability,

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enterprise-strength security, and robust, disk-based backup, archive, compliance, and disaster recovery.

SPEED TO CAPTURE NEW OPPORTUNITIES

As TierPoint continues to grow, its FlexPod solution makes it easy for the company to scale its infrastructure without impacting existing customers. High-density storage allows TierPoint to store an enormous amount of data in a very small space. To accommodate exponential growth in client data, FlexPod with FAS and AFF enables TierPoint to independently adjust performance and capacity as needed.

"The consistency that FlexPod provides supports our programmability, automation, and orchestration strategy," adds Hines. "By deploying modern technologies with fully exposed APIs and programmable capabilities, we can expose features to our customer base through the TierPoint portal and give customers greater self-service and control,

which is a huge differentiator for us."

ONE PLATFORM, MANY SOLUTIONS

To further streamline management, FlexPod's unified architecture enables TierPoint to manage data across flash, disk, and cloud with a single platform, reducing the need for specialized skills and enabling IT staff to focus on more strategic initiatives.

"A unified array is valuable to an enterprise because it enables them to solve multiple problems without having to manage multiple systems," explains Hines. "For a service provider, it is absolutely critical. With FlexPod, I don't need six different skill sets on my team—we can manage our flash and spinning disk as a single device. It's wonderful."

LEADING THE WAY IN HYBRID IT

By standardizing on FlexPod for its managed services, cloud, and

colocation offerings, TierPoint has cracked the code to hybrid IT, enabling customers to seamlessly deploy, access, and move applications where they make the most sense for the business.

"We're a perfect fit. Our strategy is hybrid IT, and NetApp is the authority when it comes to data in a hybrid cloud environment," says Hines. "They're helping us stay ahead of rapid changes in the marketplace and lead the industry in hybrid IT."

SOLUTION COMPONENTS

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All Flash FAS8080 series storage systems

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