VERINT

VERINT | PROBLEM SOLVED

Verint implements AFF with FlexClone to create new development environments quickly and accelerate time to market, while saving on compute and manpower costs.

AFF A700 and FlexClone Enhance Development Efficiency and Performance for Verint

Verint deployed NetApp's AFF A700 and FlexClone in order to overcome integration challenges and slowdowns in its development efforts. The comprehensive, single-point solution accelerates response time and enables faster provisioning to shorten Verint's CI/CD cycle, while maintaining high performance. As a result, Verint enjoys greater efficiency and fully utilizes its capabilities and resources, while keeping compute and manpower costs down.

1,500
Deployed
VMs/Day

200:1
Storage
Efficiency

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> "With the NetApp solution, we can slash the time needed to create an environment from 6 hours to 5 minutes regardless of scale, while provisioning additional environments simultaneously. That translates to a time savings of 70% for each product line."

Sandrine Kalk
Director of Global DevOps and Operations, Verint

CUSTOMER PROFILE

Verint Systems (Nasdaq: VRNT) is a global leader in customer engagement solutions. Empowering organizations with crucial insights and enabling decision makers to anticipate, respond, and take action, Verint simplifies and modernizes the way companies engage customers through their contact center, branch, back office or marketing department. Maintaining over two decades of domain expertise and market leadership, Verint serves over 10,000 organizations in more than 180 countries, including over 80 percent of the Fortune 100 companies worldwide.

BUSINESS BENEFITS

- Greater performance and efficiency
- Resource optimization
- Accelerated time to market/time to resolution
- Increased customer satisfaction
- Compute and manpower cost savings
- Real-life disaster recovery

CHALLENGE

With over 600 developers continuously working in different continents and time zones worldwide, Verint encountered numerous integration challenges and slowdowns in its efforts to rapidly and efficiently develop its world-leading customer engagement solutions.

Utilizing a 24/7 Jenkins continuous integration/continuous delivery (CI/CD) system accompanied by 20 Windows servers, 400 static environments, and other systems, Verint sought a data storage solution enabling fast and automated deployment of multiple and varied development environments. Besides shortening compilation/testing time and the CI/CD cycle, the solution needed to include a central development pool that functions as a 24/7 Environment as a Service (EaaS).

"We looked for a storage system that accelerated response time and enabled faster provisioning in order to increase our development efficiency and fully utilize our capabilities," says Sandrine Kalk, Verint's Director of Global DevOps and Operations.

Initially, Verint adopted an all-flash storage array solution with a slow cloning process. "We had 20 VMs and a cloning system that slightly improved things, but it still didn't give us the performance we were looking for," Kalk says.

The company then conducted a PoC with several vendor solutions. After completing the thorough process, Verint selected the only solution that fit the bill – NetApp's AFF All-Flash storage system with FlexClone.

SOLUTION

NetApp's comprehensive, single-point solution gives Verint the functionality required to meet its rigid development requirements. The cloud-connected future-proof solution, which plugs into VMware's VAAI API framework, enables Verint to deploy up to 1,500 virtual machines a day, or 35,000 a month. "With the NetApp solution, we can slash the time needed to create an environment from 6 hours to 5 minutes regardless of scale, while provisioning additional environments simultaneously," Kalk says. "That translates to a time savings of 70% for each product line."

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And when it comes to efficiency, the NetApp solution delivers the goods. "Today we provision 6.6 petabytes from a 35-terabyte flash system for an astounding 200:1 storage efficiency," says Maor Ben-Aroosh, Verint's DevOps Manager. "Thanks to NetApp's FlexClone technology, which doesn't take up any additional capacity and keeps the price down, we can quickly create dozens of development environments. Without FlexClone's rapid and unlimited cloning capabilities, it would take us far more time to get the same results."

CUTTING DOWN ON DEVELOPMENT/TESTING TIME

Each new environment enters a self-service catalog that is accessible to all members of Verint's R&D and QA teams. As a result, developers can cut down on time to develop and carry out configuration, sanity and other testing every step of the way. "The solution gives us a rich catalog that doesn't require additional capacity, while offering outstanding flexibility and accessibility," Ben-Aroosh says.

In the first stage of the project, Verint implemented NetApp's AFF8040 All-Flash storage array system. "Our developers initially had to undergo a change in culture as they began to adjust to the faster and more agile environments provided by the NetApp solution," Kalk says. "Within a fairly short time period, however, they recognized what the solution could offer, and demanded more varied, interesting and secure environments."

OPTIMIZING THE SOLUTION FROM DEPLOYMENT THROUGH UPGRADE

As a result of growing developer demands, Verint decided to upgrade to AFF A700. "NetApp's sales and technical teams really understood our needs and helped us optimize the solution from initial deployment through upgrade," Kalk says. "Thanks to NetApp's technical personnel, the transition to A700 took place without a hitch and with no downtime. We received fantastic support from NetApp's support team. NetApp has been a true partner and trusted advisor."

The demand by Verint's developers for more and more environments is testimony to the company's satisfaction with the NetApp solution. "Today our development groups are requesting 50-60 system quotas compared to 10-15 in the past," Kalk says. "What greater internal barometer for success could you ask for?"

Given the complexity of Verint's environment, the company does not take NetApp's know-how for granted. "Our environment is not standard," Ben-Aroosh says. "Unlike other companies, we first built the concept and then implemented the technology. We felt we had someone to talk to all the time while working with NetApp. Their team showed a deep understanding of our environment and complexity, which requires specialized knowledge, and led to the creation of a transparent solution that is both simple and fast to roll out."

With Verint's DevOps team always evolving, the company expects to strengthen its relationship with NetApp. "We appreciate that NetApp offers the best technology in the business," Kalk says. "Our developers are excited about working in the varied environments that the NetApp solution has enabled. And as we move forward together, we hope to create thousands upon thousands of additional environments so that we can continue to develop the very best solutions for our customers."

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BUSINESS BENEFITS

Verint enjoys numerous benefits from the NetApp solution. By creating new environments in no time at all and at no added cost, Verint has recorded a time savings of 70% for each product line, according to Kalk. "This has led to phenomenal savings of $3 million in compute costs and up to $10 million in manpower costs. And by increasing our efficiency while maintaining the highest level of performance, we can fully utilize and optimize our resources and capabilities."

The biggest impact of the NetApp solution on Verint's business is faster time to market, according to Shachar Shinerman, NetApp Sales Manager for Verint. "Given the easy and rapid addition of new environments, Verint's developers are able to develop and test customer solutions quickly and effectively, which leads to accelerated time to resolution and accelerated time to market," Shinerman says. "By getting their solutions to market faster, with higher code quality, Verint increases customer satisfaction."

While NetApp showed at the PoC stage how the solution "enhances performance and efficiency better than other vendors," according to Avi Klepper, NetApp Solution Engineer for Verint, the customer received a pleasant surprise once the solution was up and running. "When we experienced real-life crises, NetApp's SnapRestore retrieved and restored the data within seconds, with absolutely no data corruption," Ben-Aroosh says. "The added benefit of survivability is icing on the cake for us."

SOLUTION COMPONENTS
NETAPP PRODUCTS

NetApp AFF
FlexClone
SnapRestore
All Flash
Inline Deduplication
Inline Compression
Inline Zero Detection
Thin Provisioning

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Sandrine Kalk
Director of Global DevOps and Operations, Verint

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