



SolidFire Success Story

We Guarantee Every Customer Gets a Competitive Edge



KEY HIGHLIGHTS

Industry
Service provider

The Solution

- SolidFire SF9010 deployed in multiple data centers worldwide
- Allowed Sungard AS to launch business critical service offering
- iSCSI connectivity eased transition from legacy Fibre Channel network

Benefits

- Scale-out
- Guaranteed Performance
- Automated Management
- High Availability

Sungard Availability Services (Sungard AS) provides IT infrastructure management services to over 8,000 customers globally, including 70% of the Fortune 500. Sungard AS has 40 data centers worldwide encompassing 5 million square feet, providing responsive and integrated disaster recovery, managed IT services, IT consulting, and business continuity management software solutions.

How Sungard elevated Service Level Agreements to satisfy performance-hungry customers

Application delivery in the cloud is the chief concern for Sungard AS customers. And it's more than just ensuring 100% application uptime. Customers also expect a consistent level of performance, especially for mission-critical applications such as SAP, Oracle, or ERP. These applications demand a higher level of performance supported by a Service Level Agreement (SLA) tied to storage IOPS capability.

Storage that would allow Sungard AS to provide performance-driven SLAs to their customers was an essential buying requirement. As Sungard AS considered their transition to a next generation data center, they were looking for a solution that would allow their customers to gain a competitive advantage by passing SLAs onto other business units, departments, and application sets. Only SolidFire gave Sungard AS that kind of solution.

“SolidFire’s integration, automation, software, QoS, and scalability are key to Sungard AS. That is why we made the decision to be fueled by SolidFire.”

Simon Withers
Vice President for Cloud Services,
Sungard Availability Services Global

“As we deliver services specifically in a software defined data center capability, one of [our requirements] is integration software. Being able to bring that capability, to ensure that software delivery was met, was choosing the right provider for our flash storage — and that was SolidFire.”

Simon Withers
Vice President for Cloud Services, Sungard Availability Services Global

What guaranteed IOPS means to Sungard AS customers

For Sungard AS, cloud services is a way for customers to ensure they get industry-best levels of availability around performance, security, and the continuity of their applications.

“Our customers come to us with very complex IT needs. They need availability. They need application security. And they need continued access and connectivity to their applications. They also need scalability that supports their growth – the ability to flex up and down as their business needs change,” Simon Withers, Vice President for Cloud Services, explained.

The Whole Story

Sungard AS considered a variety of all-flash arrays to help them ensure availability, recoverability, and support for complex IT environments for their customers. Sungard AS' requirements were scale-out, integration, and software – the ability to install and deploy storage and go to market very quickly. Their search ultimately led them to choose SolidFire.

Quality of Service brings predictable performance

SolidFire's guaranteed performance Quality of Service (QoS) enables Sungard AS to provide foolproof SLAs and to deliver services that ensure their customers get predictable performance. By choosing SolidFire, Sungard AS can guarantee minimum application performance to its customers, the unique SolidFire benefit that enables guaranteed QoS to every application.

Storage that scales

Customers of Sungard AS demand storage that scales. SolidFire's scale-out architecture and non-disruptive addition of new nodes provide Sungard AS with the IT infrastructure to support their scale requirements.

“We needed to know which providers are able to integrate into CloudStack. SolidFire was one of those providers. They were the number one provider in the flash market place, and were able to meet those requirements.”

Simon Withers, Vice President for Cloud Services, Sungard Availability Services Global

Automation and Integration

Sungard AS has standardized on CloudStack as their cloud orchestration platform. When selecting storage, integration with CloudStack was a must. “Looking at that integration — and we look at the network, the compute and storage — we needed to know which providers are able to integrate into CloudStack. SolidFire was one of those providers. They were the number one provider in the flash market place, and were able to meet those requirements,” Simon said.

SolidFire's integration, automation, software, QoS, and scalability are key to Sungard AS. “That is why we made the decision to be fueled by SolidFire,” Simon said.



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