

“ We can guarantee our customers 99.99% uptime, fast response times and flexibility because we have the country’s strongest backbone of solutions in our data centers. We have chosen to base this backbone on storage from Hitachi Data Systems, among others. ”

Finn Vagner
CEO
Netgroup



Mission-Critical IT Operations Require Backbone: Web Hosting Company Relies on Strong, Steady Hitachi Storage

The Danish full-service hosting company, Netgroup, is a shining example that a strong and secure IT infrastructure is the key to success. In an industry where uptime and fast response times are crucial to customers, Netgroup never compromises on quality. Storage from Hitachi Data Systems helps Netgroup to live up to its customers’ high expectations and requirements.

About Netgroup

A full-service hosting company with its own data centers, Netgroup provides professional IT solutions to public and private companies. Netgroup’s services include virtual solutions, co-location (physical rack cabinets), operation solutions and outsourcing, backup (including remote backup), storage, professional Internet connections and IP traffic. Netgroup operates 5 data centers in Taastrup and Glostrup, which are redundantly connected via Netgroup’s own infrastructure. The company’s infrastructure is connected to Denmark’s largest telecommunications nodal centers, and services all data exchange for Netgroup’s customers in an established and secure way.

Netgroup’s success is evident in both industry notice and customer demand. It has been nominated 4 times for the Borsen Gazelle, which is awarded to companies with continuous growth that

double their turnover or gross profit in 1 year. And, it is experiencing a growing demand for customized operation solutions from Danish companies. Creating these solutions is a major task, which Netgroup performs for companies such as RPC Superfos, Hi3G, Jubii and Scandlines. It also provides these solutions for other major customer organizations that operate with mission-critical systems, such as banks and insurance companies.

New Challenges

To offer successful solutions, Netgroup requires a stable and strong storage system to perform the task. Therefore, Netgroup entered into a storage agreement with Hitachi Data Systems. HDS has strengthened the backbone of the hosting company’s IT infrastructure through the introduction of Hitachi Virtual Storage Platform in the enterprise category.



Netgroup A/S

INDUSTRY

Information Technology: Web Hosting

SOLUTIONS

Enterprise Platform, Modular Platform, Virtualization

HARDWARE

Hitachi Virtual Storage Platform
Hitachi Adaptable Modular Storage 2500
Hitachi Unified Storage 150

SOFTWARE

Hitachi Basic Operating System V
Hitachi Tuning Manager
Hitachi Tiered Storage Manager
Hitachi Dynamic Provisioning

SUCCESS STORY

"We used to operate with several different, independent storage systems. But that meant it was difficult to move data around in line with our customers' new needs, and the systems' performance varied depending on the load on the various systems. At the same time, it was difficult to predict where the bottlenecks would occur," explains Netgroup Technical Manager, Philip C. Langelund.

Consolidation With Improved Performance

Netgroup decided to consolidate the various systems in a single Hitachi Virtual Storage Platform in order to ease administration, improve operations and accommodate its customers' changing needs for capacity. And, recalls Langelund, customers noticed the difference. "One of our larger customers experienced performance problems with peak loads on their own storage systems. After we moved the customer's data over to the HDS platform, we were able to meet the need for fast response times and carefully monitor that everything was running smoothly," says Langelund.

CEO of Netgroup, Finn Vagner, adds, "Our top priority is to ensure and optimize our customers' operations so they can focus on their core business. Consequently, we are extremely critical in the selection of our vendors and only invest in the best and most reliable technology on the market. We can guarantee our customers 100% uptime, fast response times and flexibility because we have, perhaps, the

country's strongest backbone of solutions in our data centers. We have chosen to base this backbone on storage from Hitachi Data Systems. Today we have a secure, quality infrastructure, which we can operate with fewer staff than previously, without compromising on the quality."

Overview and Fast Adjustments

The agreement with Hitachi Data Systems takes Netgroup a major step closer to policy-based management. It helps make it possible to gain a complete overview and navigate accordingly in a very short time and with more automatic functions. For this purpose, Netgroup has, for example, purchased 2 tools: Hitachi Tuning Manager and Hitachi Tiered Storage Manager, which can identify and eliminate bottlenecks in the storage load.

"In addition to the storage systems, we also invested in a number of other tools from Hitachi Data Systems, which enhance our flexibility. Hitachi Tuning Manager provides insight into our customers' exact load patterns. This information is then used with Tiered Storage Manager so we can conduct optimal regrouping of storage according to our customers' needs. With these 2 tools it has become easier to adjust our storage systems to our customers' changing conditions. This enables us to fulfill our service level agreements to the letter on both space and performance," says Langelund.

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Hitachi Data Systems is known for good service and that was one of the reasons why Netgroup selected the company as storage vendor. And Hitachi Data Systems has lived up to its reputation. "Hitachi Data Systems delivers outstanding service. We barely have to lift a finger if, say, a disk is not functioning, which does happen now and again. A messenger arrives almost immediately with a disk, and if there is a bigger problem, a HDS employee comes by 'straight away' and assists us. And this happens 24/7," says Langelund.

Vagner adds, "Based on our extensive experience with hosting and backup, we know that Hitachi Data Systems has an incredibly good reputation for the operation of mission-critical IT. At the same time, we expect that Hitachi Data Systems will be able to meet our needs, as well as those of our customers, in a couple of years from now. For instance, we are experiencing an increasing demand for the performance offered by SSD disks, which is 10 times better than the existing disk systems. And this is where it is important that we select a technology vendor who is at the forefront of development, and Hitachi Data Systems is at the forefront," he concludes.

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Finn Vagner, CEO, Netgroup

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