



Customer Focus Data Center Relocation

Peace of Mind

Business-Critical Data Center Relocation

A major supplier of Internet-based marketing services needed to relocate 180 heterogeneous server and storage units to its new data center. Since this equipment delivers the online services that comprise the company's core business, the move absolutely had to be completed correctly and on time. The firm naturally turned to Helio Solutions, the Data Center experts, to manage the project because of its trust in Helio's professional services and project management capabilities. Helio planned and executed the relocation flawlessly, allowing the company to resume business as usual ahead of schedule.

Helio Solutions has been the company's IT advisor for over two years. As a startup, when the firm began encountering ceilings with their Microsoft servers and database, it was Helio that demonstrated how much more scalability comes with a Sun and Oracle solution. "Helio analyzed our needs and met them well with the Sun server and storage network they implemented," said the firm's Director of Data Center Operations. "We wouldn't be where we are today without Helio and the changes they introduced in our approach to computing."



A RELOCATION THAT ABSOLUTELY HAD TO BE DONE RIGHT

With business increasing fast, the company outgrew its original facility in early 2004 and found a much larger one nearby. The old building's data center, where 180 server and storage units from multiple manufacturers were crowded into 800 square feet, was especially cramped. The new facility's 3,500 square foot data center provides ample room for this equipment and much more.

The challenge was to relocate the components of the data center to the new facility and bring them back online almost immediately. Unlike many companies whose core businesses could continue for some time without an operational data center, this firm had no choice but to provide a functioning online service continuously. All of its revenues come from the web. All of its employees count on a working data center for their daily contributions to the business. All of its customers expect their messages to be delivered to consumers every minute of every day. "It would have been a major disaster if our relocation hadn't been done right and done on time," said the Director of Data Center Operations.

The company devised a plan for keeping its service on the air throughout the move, as long as it was completed quickly. The service would be maintained temporarily by front-end servers that were not part of the relocation. Meanwhile the back-end servers that process the bulk of the data involved in the service would be relocated. But the front-end equipment had severe capacity limitations, and could survive on its own for no more than a few days. After the back-end gear was moved it absolutely had to be brought back up quickly.

Your Trusted Source for Data Center Technologies

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HELIO DELIVERS IT ALL – QUALITY OF SERVICE, SINGLE POINT OF RESPONSIBILITY, AND COST-EFFECTIVENESS

The company interviewed several vendors that wanted to help with the move, but in the end the choice was clear – Helio Solutions. “We had confidence that Helio would do the job right,” explained the Director. “Our years of experience with Helio’s services convinced us to trust them with the project. Furthermore, Helio took complete responsibility for the move – all equipment, all services, and all for a very reasonable cost.

Many of the systems in the data center were high in both value and complexity. Relocating them successfully required a great deal of planning, all of which Helio’s professional services consultants accomplished in the weeks preceding the move. Adding to the complexity of the task, the customer also needed to install their recently purchased 40-CPU Sun Fire 15K server during the same time of the relocation. The planning and expertise of the Helio data center team ensured the new Sun Fire 15K server was integrated into the new data center while managing and protecting all of their customer’s IT assets.



FLAWLESS EXECUTION – IN JUST TWO DAYS

Helio engaged Sun Professional Services to help with the Sun servers and storage, 3PAR personnel to assist with their storage system, and Spectra Logic experts to aid with their 64K cabinet. Helio assigned its own people the task of un-racking, packing, relocating, unpacking, and re-racking the 165 Intel servers and related components. In all Helio’s Project Manager supervised a relocation team of 20. “Helio brought in all the right specialists and managed them well,” said the Director.

On the day the move began, a Friday, the team began decommissioning the old data center at 8:30 am. At 3:30 in the afternoon they brought up the first relocated server. Many more were functioning later that afternoon and evening. By Saturday night, just two days into the four-day period allocated, all systems - old and new - were running smoothly in the new facility.

“It would have been a major disaster if our relocation hadn’t been done right and done on time. Helio pulled off the job perfectly,” said the Director of Data Center Operations. By managing a move of equipment that was so heterogeneous in nature, Helio demonstrated that it is an infrastructure expert with proficiency that extends well beyond Sun systems.” Soon after this relocation the firm implemented a new data center in Chicago, and once again engaged Helio to manage the relocation of servers to this facility. “There was no question in our minds that Helio was the partner to help us again,” concluded the Director. “In fact, we would recommend Helio Solutions to anyone seeking information technology relocation services – especially if it’s critical to do it right in a tight time frame.”

AT A GLANCE

ORGANIZATION PROFILE:

- Provider of Internet-based marketing services

THE SOLUTION:

- Helio Solutions Relocation Services

ORGANIZATIONAL NEEDS:

- Relocate 180 heterogeneous server and storage units to new data center facility
- Revive all equipment in time to avoid gaps in service to customers

THE BENEFITS:

- Relocation accomplished seamlessly and ahead of schedule
- Single point of responsibility
- Cost-effectiveness

“...we would recommend Helio to anyone seeking IT relocations services”

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