

PreEmptive Solutions[™] Harnesses the Cloud: A Case Study



Customer: PreEmptive Solutions
Industry: Technology
Location: Mayfield Village, OH



Business Description:

PreEmptive Solutions designs software and managed services that monitor, measure and protect applications across cloud, on-premise, Internet and mobile platforms. Software development companies leverage PreEmptive's application analytics and protection solutions to improve application quality, user satisfaction and development ROI across increasingly heterogeneous computing architectures. They are headquartered near Cleveland, OH and have a European presence based out of Paris, France.

Business Challenges:

PreEmptive Solutions had successfully grown their business using Amazon Web Services' (AWS) multi-tenant environment. As the company continued to grow, however, the amount of communication or I/O (input/output) on their web applications did too. They also began assessing their need to replace outdated and underperforming networking infrastructure.

PreEmptive Solutions' applications require high I/O performance, and 1+ second I/O in AWS' multi-tenant environment was insufficient. PreEmptive was unable to get the throughput that they and their customers needed for a reasonable price, making it clear they needed to explore other options.

PreEmptive Solutions wanted to ensure that whatever step they took next would exceed their expectations and fully satisfy their customers' needs. In order to complete their own due diligence, PreEmptive explored competing solutions to determine which would satisfy their technical and budgetary requirements now and in the future. They were looking for a partner to satisfy their immediate I/O needs and design a long-term solution to ensure that they would not face this issue again.



Objectives:

- Dramatically increase I/O performance
- Increase customer satisfaction by providing faster throughput than industry competitors
- Assess replacement requirements for outdated and underperforming infrastructure
- Implement a long-term solution to meet their growing needs



Customer Discovery:

Cloud deployments can have many layers of complexity. Unless a thorough discovery is completed prior to recommending a solution, companies can become disillusioned when what is proposed or installed doesn't meet their expectations. After preliminary conversations with the customer, Intelisys Agent Teledata Solutions Group recognized the potential for a Cloud solution and brought together a team of experts – the Intelisys Cloud Services team and ServerCentral.

The cornerstone of the Intelisys Cloud Services team's successful deployments is their consultative approach which includes an in-depth analysis of current and future needs as well as any associated costs. In this instance, the Intelisys Cloud Services team worked closely with PreEmptive Solutions' VP of Product Development, Andy Forsyth and Justin Wilcox, responsible for Engineering/Operations. After completing the discovery process, PreEmptive Solutions was well-equipped to make a decision based on the total cost of ownership (TCO), including their current requirements and plans for future growth.



Solution Description:

PreEmptive Solutions' high I/O performance needs combined with the critical security requirements of their customers led the Intelisys Cloud Services/Teledata/ServerCentral team to determine that a dedicated private cloud solution from ServerCentral was the answer. This cloud is a single-tenant architecture customized to the demands of the customer's applications. They are perfect for companies that need the security of a fully-partitioned environment and performance capabilities not available on public cloud platforms.

Within this private cloud reside ServerCentral's dedicated servers, which include high-performance processors with redundant connections to the ServerCentral Global IP Network. Along with expansive memory and storage capacity, the servers are maintained by ServerCentral's highly skilled data center operations group, who are on-site 24/7 to assist PreEmptive Solutions. Their extensive parts inventory on-site facilitates quick upgrades and maintenance as well, ensuring rapid repairs and replacements.

Results:

Once PreEmptive Solutions agreed to implement ServerCentral's dedicated private cloud, PreEmptive's engineering team conducted a 30-day test and found substantial improvement in performance.

PreEmptive Solutions soon realized their I/O far exceeded what competing companies had proposed and what they received from AWS – all for a reasonable TCO. With such powerful results, PreEmptive Solutions quickly transitioned to the Phase 1 order.

After just 30 days in live production, PreEmptive recognized they had found their solution and quickly ordered additional phases with virtually the same set up. Based on the success of these results, PreEmptive is considering 3-6 more phases before the end of 2012.



Customer Benefits:

By consulting with the Intelisys Cloud Services team and Teledata Solutions Group, PreEmptive Solutions found and successfully deployed a powerful Cloud solution that increased I/O performance while minimizing costs. With ServerCentral's dedicated private cloud, PreEmptive Solutions now experiences the following benefits:

- An increase of 5-7 times the I/O performance they were getting with AWS
- Improved customer satisfaction levels due to increased performance
- Zero downtime during the transition from AWS to ServerCentral and a responsive engineering team ensuring performance results
- A phased approach that enables improved I/O performance immediately and eliminates any underperforming or outdated infrastructure over time

To get started with a ServerCentral Cloud, visit:
www.servercentral.com/cloud



Your Data Belongs Here

209 West Jackson Blvd
Suite 700
Chicago, IL 60606

Toll-Free: (888) 875-4804
Worldwide: +1(312) 829-1111
sales@servercentral.com



sc cs 0001.03 pes

