PROACT

Vitens

Critical storage infrastructure meets modern capacity and speed demands, with 24/7 support

Vitens is the largest water supply company in the Netherlands that treats and distributes water. It is active in five Dutch provinces and serves a total of 5.7 million customers. The entire company makes use of a centralised critical storage infrastructure, which means it needs to make sure that downtime is reduced as much as possible.

Because the applications that Vitens runs on its systems are becoming more and more demanding, and its former storage system was approaching end of life in terms of performance, the company started looking for a new solution and a partner that could assist with the migration.

Ismail Altintas, Team Manager of Telecom, Network and Security at Vitens, said: "We set up a tender and it quickly became clear Proact would be a good partner in this process. The company met all of our demands and closely matched our existing system and our way of working. Now, thanks to Proact's help, we've got a new critical storage infrastructure in place that meets our speed and capacity requirements. It has greatly improved performance."

The challenge

Vitens' main challenge was to make sure the new storage infrastructure could meet modern speed and capacity demands. The platform also needed to be redundant, reducing downtime as much as possible. "Eliminating downtime was especially important because the entire company is dependent on this infrastructure," said Altintas.

Vitens
LAAT WATER VOOR JE WERKEN

Overview

Challenge
To make sure that storage systems could offer the capacity and speed needed to ensure high availability for the entire production environment, now and in the future.

Solution
- NetApp AFF A300 solution and 24/7 monitoring and support by Proact

Benefits
- Fully redundant infrastructure that ensures minimal downtime
- 24/7 support
- Seamless migration, even during office hours
- High availability of storage systems

About Proact

Proact is Europe's leading independent data centre and cloud services provider. By delivering flexible, accessible and secure IT solutions and services, we help companies and authorities reduce risk and costs, whilst increasing agility, productivity and efficiency. We've completed over 5,000 successful projects around the world, have more than 3,500 customers and currently manage in excess of 100 petabytes of information in the cloud. We employ over 800 people in 15 countries across Europe and North America. Founded in 1994, our parent company, Proact IT Group AB (publ), listed on Nasdaq Stockholm in 1999 (under the symbol PACT). For further information about Proact's activities please visit us at www.proact.eu

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"Because we're such a large company, it's key that our processes are as effective as possible. For example, our engineers have to be able to remotely control our pumping stations, which are spread across five provinces. If our systems were to malfunction, they'd have to do this manually and on-site, resulting in higher costs and a significantly larger amount of work. You can imagine this is not a desirable situation."

Additionally, when creating the tender, Vitens highlighted the importance of finding a solution that could support the company well into the future. The applications Vitens runs on its infrastructure keep developing and therefore require more in terms of speed and capacity to perform as well as they can. In order for Vitens to grow in the next few years, a solution was needed that would support these demands.

How we helped

Altintas is very happy with the help Proact provided during the migration. "We now have an infrastructure in place that we don't have to worry about for quite some time. Proact has helped us implement a new storage system that is future-proof and offers noticeably better performance than our former system."

"The migration itself went smoothly. We were even able to carry out some of the elements during work hours, without anyone noticing. Production wasn't interrupted at all, which is fairly exceptional. And even when we ran into a small issue during the implementation, it was barely noticeable and quickly resolved thanks to Proact's help. Together, we assembled a group of experts that worked as a team, and I have to say it was a very pleasant experience."

"Now that the implementation is completed Proact provides us with 24/7 monitoring and support. And even though we haven't needed to rely on this service yet, knowing that we always have access to Proact's knowledge and expertise truly provides peace of mind. This is especially outside office hours, when we have limited people on stand-by.

"We work in a relatively small team which means it could be difficult to reach the people you need when something very specific stops working. In that case we can always turn to Proact. In fact, it's likely that when you contact them, they're already working on a solution in the background. They're that proactive. I appreciate their proactivity and would recommend Proact's services to other companies."

The benefits

Proactive
24/7 monitoring and support

On-demand speed and capacity
Increased performance supports the company's growth

Fully redundant system
System automatically failovers to backup systems to prevent downtime.