

Consolidating, reporting and management of a multi-vendor, multi-site storage infrastructure

CUSTOMER PROFILE

A Fortune 500 multi-service broadband communications company serving approximately 6.3 million customers nationwide is the nation's fourth largest cable television provider. This customer offers both, traditional analog video programming as well as advanced digital video programming, local and long distance telephone services, high-speed Internet access, and commercial voice and data services.

Problem

Collecting and analyzing data from multiple heterogeneous data centers

Consistent gains in market share and a realistic forecast for sustained growth led this provider to seek a strategic tool that would enable it to more efficiently collect and analyze data from its two data centers and seven remote locations. With a variety of devices installed from EMC, VERITAS, LEGATO and other vendors, as well as a strong desire to avoid "vendor lock-in" for future purchases, it placed heterogeneous device support at the top of its critical requirements list. It also determined that policy-based threshold alerting and support for both disk and backup environments were extremely important.

Solution

Eliminate vendor idiosyncrasies with simplified storage management

Before selecting the Storability Software solution, a rigorous evaluation was performed that pitted Storability Global Storage Manager (GSM) software against solutions from a number of companies, including EMC, BMC, Computer Associates and VERITAS. Global Storage Manager software was chosen after outscoring its competitors on technology and the ability to meet all of the customer's key requirements.

Global Storage Manager software has simplified management of the company's 75 terabytes of disk storage by eliminating vendor idiosyncrasies and providing a common method for gathering and reporting information. The software automatically collects data from each component in all nine locations, puts the information into a consistent format in a central repository and presents the data through a variety of customizable reports. This customer now understands exactly what storage exists, where it resides, how it is being used, how usage patterns are changing, how quickly storage consumption is growing and why.

They are also employing Global Storage Manager software's automated policy-based management functionality, which notifies administrators when predetermined thresholds are reached so that issues or potential problems can be resolved before operations are impacted.

The GSM software advantage

Complete heterogeneous support, more accurate planning, increased data and application availability

Management of its enterprise-wide infrastructure can now be done from one location, rather than placing specially trained IT staff at each of its nine sites. With detailed trending data provided by Global Storage Manager software, this customer is able to perform the in-depth analysis on performance, usage and other operational measures that is so essential for accurate capacity planning and forecasting. Other reports provide that they are making maximum use of the disk capacity already in place, allowing new storage purchases to be postponed or eliminated altogether. Threshold alerting has significantly decreased downtime, providing higher data and application availability throughout all aspects of the company's operations. And heterogeneous support frees them to negotiate more effectively with vendors, providing any new components meet both their strategic and budgetary objectives.

About Storability®

A leading provider of storage management software, Storability is a division of StorageTek® and a vendor-neutral resource for companies seeking to measure and manage their storage like a business. Storability's Global Storage Manager (GSM) software complements StorageTek's robust information lifecycle management (ILM) offerings and allows enterprise organizations to optimize asset utilization, increase management efficiency, enhance quality of service and achieve higher availability.

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118 Turnpike Road • Southborough, MA 01772 • 508.229.1700