

Unifying disparate storage environments and maximizing ROI with centralized management

CUSTOMER PROFILE

A leading provider of value-based Internet access, the company's services are offered at less than half the standard prices of its major competitors and are available in more than 5,000 cities across the United States and in Canada.

Problem

Melding distinct storage infrastructures after a merger

The company was established through a merger and the blending of two disparate storage infrastructures presented many challenges. One center housed EMC Symmetrix with VERITAS backup software, while the other operated with Network Appliance and LEGATO products. As the merged company moved forward, it began adding CLARiiON systems as a third tier of storage to meet growing storage requirements.

To maximize ROI, the company wanted to maintain the existing systems but eliminate the cost of managing each center independently. In addition, the company needed to establish a consistent reporting process that would provide managers with the data they need to improve asset management, device utilization, and overall planning and decision-making enterprise-wide.

Solution

Centralized management and uniform reporting with Global Storage Manager software

After investigating possible solutions, this customer turned to Global Storage Manager (GSM) software from Storability Software. Global Storage Manager software is the only storage management solution available today that provides a single, centralized, end-to-end correlated view into the company's entire environment, from applications to direct-attached storage, NAS, SAN-attached storage, secondary storage and archive backup systems. The customer felt that it was an added benefit to purchase a storage management solution from an independent vendor with no vested interest in selling additional hardware or capacity.

Today, one administrator can efficiently run all three data centers from anywhere in the company. The Global Storage Manager software provides detailed real-time information about storage configuration, backup activity, capacity allocation and utilization, performance, and operations — consolidated into a single, easy-to-use interface. A customizable dashboard consolidates all administration tools in one place, making it much more efficient to run trouble-ticketing systems, vendor management tools, SRM applications and other tools from a single interface.

Managers, meanwhile, rely upon the secure, Web-based Global Storage Manager software console for up-to-the-minute and historical reporting for status, performance monitoring and trending, capacity planning, and storage utilization. GSM software meets their need to provide reports on all components of the infrastructure, and provide a consistent view of each one, regardless of the underlying hardware environment. In addition, GSM software filters the data presented based on the user's role in the enterprise. For example, the e-mail administrator will only see data for the e-mail environment, while a site administrator may see all data from a specific site, and the CIO will see the entire enterprise-wide environment.

The GSM software advantage

Streamlined management, increased productivity and maximum ROI

This customer has been able to significantly streamline its overall storage management procedures and increase the productivity of its storage administrators. Having the ability to track every storage component installed in every data center has simplified the task of asset management. Accurate, real-time reporting has resulted in better planning and wiser purchasing decisions. As the company continues to grow, it can defer new storage investments until absolutely necessary, gaining maximum ROI from its current technology.

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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