



Non-Profit Organization

Flexible Data center Infrastructure

Business Value

- Cost-effective high availability
- Zero failures in six months
- Exceptional service

Executive Summary

Recently, this non-profit selected PAN Manager® Software by Egenera® to manage its document archive and retrieval system based on its vision for the future and plans for growth. Of the alternatives considered, only PAN Manager was designed for data center virtualization—meeting IT's primary goal to increase the flexibility of data center infrastructure. Today, Egenera is enabling the customer to simplify high availability, improve application performance and support a dedicated test environment for the first time.

Business Challenge

This non-profit selected PAN Manager Software by Egenera to manage the data center infrastructure supporting its document archive and retrieval application. In migrating from legacy technology to a newly-designed computing infrastructure, IT's primary goal was to increase the flexibility of data center.

One of the customer's IT executives recalled that they purchased PAN Manager "based on our vision for the future and our plans for growth. Of the alternatives we considered, only Egenera was designed for data center virtualization." And because PAN Manager uses a foundation of stateless servers interconnected by a high-performance intelligent fabric and I/O virtualization, each server can be allocated to any application at any time. "Looking ahead, that's exactly the kind of flexibility we're going to need," says the executive.

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IT Executive

Egenera Benefits

Along with accommodating tomorrow's requirements, Egenera's implementation of the virtualized infrastructure is adding value today. A single server provides failover for all three tiers of the production application, flexibility not possible with traditional servers. Moreover, the server does not sit idle waiting for a failure: It's used for testing. The cost benefit of better utilizing processing assets has enabled IT to provide a dedicated test environment for the first time.

So far, application developers have enjoyed uninterrupted access to the testing server. The Egenera-based infrastructure was put into production six months ago and hasn't failed once.

Unprecedented application performance—which the agency attributes to combining the PAN Manager with Microsoft® Windows® Server 2003, Intel® Xeon™ processors, and 64-bit computing—has also been applauded by staffers. Users have gone out of their way to tell IT management how much faster the system is now.

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Exceptional Service

IT management also credits the implementation's success to Egenera's exceptional service. The system administrators who manage the platform attended Egenera training prior to deployment and were well prepared to handle an installation of this magnitude. The agency also engaged Egenera Professional Services personnel, who were on-site for the deployment. Operations best practices and knowledge transfer from the Egenera experts to IT staff were characterized as "seamless."

"I definitely think the customer support we've received from Egenera is top-notch," says the IT executive. "At least once a month we get a call just to check in. The people at Egenera really seem to care about how the system is running and about both our initial and long-term satisfaction."

Looking Ahead

Next up is the agency's first use of Linux®, which is also supported by PAN Manager. IT plans to port the organization's most significant application, which processes member transactions, from a proprietary RISC/UNIX platform to an Intel/Linux server. The ability to run multiple operating systems on a single machine was another unique Egenera feature that positions the organization for growth.



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