“Previously, it could take up to 2 days to review resources on all of our virtual machines and associated infrastructure to produce a baseline summary. Now it takes only 20 minutes! Total cost of ownership is lower than we ever could have imagined and we see our return on investment increase every single day as we are no longer wasting money on excess resources and the power required to support this. That’s quite something for an out-of-the-box solution.”

Gary Duke
Sales Director
LAN2LAN

LAN2LAN

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LAN2LAN Improves Resource Management to Support Managed Services Offering with Out-of-the-box Hitachi Technology

To expand its business through building a managed services offering, specialist system integrator LAN2LAN required a more resilient IT infrastructure. The company wanted a better understanding of the utilisation of its network resources in order to make informed decisions that support growth. LAN2LAN reviewed the solutions it resold and selected Hitachi IT Operations Analyzer to monitor IT infrastructure availability and performance. Gary Duke, Sales Director at LAN2LAN, and his team were astounded with the return on investment, which significantly reduced the time taken to review resources across the organisation.

Infrastructure Overhaul
Based in the UK, LAN2LAN is a specialist system integrator. The company works with national and international customers, including T-Mobile, Deloittes, UK Ministry Of Defence, Prudential and the UK National Health Service (NHS) to develop, implement and support networks. The company is ranked within the top 6% of UK companies in the IT industry according to the Dun & Bradstreet Financial Strength Ranking and has grown to generate a £10 million turnover over the last 17 years.

As LAN2LAN’s business evolved, the company wanted to put more resources into the enterprise market. With this change, it decided to look internally at its own technology setup and realised it needed to invest in a more resilient IT infrastructure to support rapid business expansion. It needed to gain better visibility and control of its network resources and the vast number of applications needed to support key partnerships with IBM, Juniper and Microsoft, as well as the growing managed services offering. In addition, it was a learning process to better understand the challenges faced by its customer base.

“A new IT infrastructure is a significant investment,” said Duke. “So we wanted to find a complementary solution which allowed us to make sure we were getting the most from our existing resources and support the launch of our new managed services arm. There was already a wide variety of hardware and software in place, so it was crucial for us to have the maximum visibility and control of our resources to make sure they were allocated as effectively as possible and to avoid unnecessary spend.”

LAN2LAN Considers the Options
LAN2LAN considered all of the solutions it offered to its own customers and decided that the Hitachi Data Systems (HDS) out-of-the-box offering, Hitachi IT Operations Analyzer, was the best option available.

“Maximising the visibility of resource allocation and having the ability to change these in real time, based on need and availability, is a significant benefit for us. It allows a better understanding of the capacity of our infrastructure so that we can see which parts of the network are under and over utilised. This means we can proactively address resource allocation issues before they arise and dedicate additional budget where necessary. Recognising where we have capacity has also allowed us to make evidence-based and logical decisions about the resources we have available to support our managed services offering and where we need to invest extra budget.”

Gary Duke
Sales Director
LAN2LAN
It was the only solution on the market that could provide a complete overview of the company’s IT environment and performance from a single unified interface.

Duke continued, “Maximising the visibility of resource allocation and having the ability to change these in real time, based on need and availability, is a significant benefit for us. It allows a better understanding of the capacity of our infrastructure so that we can see which parts of the network are under and over utilised. This means we can proactively address resource allocation issues before they arise and dedicate additional budget where necessary. Recognising where we have capacity has also allowed us to make evidence-based and logical decisions about the resources we have available to support our managed services offering and where we need to invest extra budget.”

**Time Savings and Value**

Time is money, and one of the biggest benefits the LAN2LAN team has seen since implementing IT Operations Analyzer has been on time spent understanding resource utilisation. The mean time taken to diagnose problems has been reduced by up to 90%. Thus, days that were previously spent trying to locate issues using separate tools to monitor applications, servers, network and storage have now been freed up. As a result, the IT team can get other jobs done much more quickly, and the likelihood of customers experiencing downtime as a result of network failure is significantly reduced.

“Being able to spot resourcing issues and address them in real time means data center performance is always at an optimum level,” said Duke. “Previously, it could take up to 2 days to review resourcing on all of our virtual machines and produce a baseline summary. Now it takes only 20 minutes! Total cost of ownership is lower than we ever could have imagined, and we see our return on investment increase every single day as we are no longer wasting money on excess resources and the power required to support this. That’s quite something for an out-of-the-box solution.”

However, it’s not just the IT team that has experienced the benefits. Understanding where there is and isn’t spare capacity within the network has allowed the corporate team to make more informed decisions when planning the business’ expansion into managed services. It has been able to prioritise investment so under-utilised parts of infrastructure could be used to offer customers additional services, such as hosting, before additional investments were laid out.

Duke continued, “Growth is key for any organisation and having an infrastructure to support our new managed services business was crucial. For LAN2LAN, it’s not just about selling to customers but also about showing we can relate to the IT issues they face. Overhauling our own infrastructure with HDS has given us the opportunity to consider the same decisions they face when they come to us for advice and, more importantly, put us in a good position to make recommendations based on personal experience. Every organisation wants an infrastructure to support both everyday working and future expansion. We know that better than anyone!”