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*Julian Ariel  
Storage Manager  
TNT ICS*



## TNT

### INDUSTRY

Services: Logistics

### SOLUTIONS

*Virtualization, Enterprise Platform, Green Solutions*

**Hardware** — Hitachi Universal Storage Platform® VM

**Software** — Hitachi Device Manager and Hitachi Dynamic Provisioning

**Services** — Storage solution consultancy and migration support and monitoring provided by Hitachi Data Systems

## TNT Delivers Greener, More Efficient Storage with Hitachi Data Systems

As a leader in logistics and deliveries, TNT needs a robust IT and storage infrastructure to underpin its 24/7 business model. To support business growth and meet power efficiency targets, it deployed a Hitachi Universal Storage Platform® VM with Hitachi Dynamic Provisioning software to virtualize and consolidate its storage resources while simplifying management and administration. With demonstrable power savings already achieved and a more agile storage infrastructure, TNT is now well placed to lead its industry for years to come.

One of the global leaders in transportation and distribution, TNT picks up, transports, sorts, handles and stores parcels, documents and freight in over 200 countries. With 160,000 employees worldwide across its two divisions — Mail and Express — the company reported revenues of €10.4 billion in 2009.

Most of TNT's customer base is made up of businesses, which rely on the company to deliver their packages quickly and safely in order to meet their own deadlines and client demands. TNT is therefore dedicated to creating a faultless customer experience based on an expertly managed infrastructure, from its vehicles to its IT resources. Relying heavily

on its IT architecture to underpin business critical activities like order tracking, billing and customer communication, the company takes a proactive approach to optimizing it on an ongoing basis.

### Booming Business, Stretching Storage

As business grew for TNT, it found that it needed to purchase more and more storage systems in order to keep its large volumes of data safe and accessible. Julian Ariel, storage manager at TNT ICS, the IT Service division of TNT Express, explains: "Our storage infrastructure had grown

significantly in the last five years, resulting in us amassing a number of [storage systems] from different vendors, which were becoming time consuming to administer. We wanted to consolidate our storage resources in order to enable our technicians to administer a single platform using the same tools." Ariel and his team also hoped to reduce the space and power requirements of the storage infrastructure through such a consolidation.

As well as simplifying management of its storage platform, TNT was keen to optimize the use of its storage tiers in order to drive energy efficiencies. It needed to ensure that only the most recent or critical data was stored on its "top" tier, and that data could easily be moved up and down the storage stack as required.

Having decided to invest in a new storage platform, TNT set about investigating the options available, including both enterprise and modular solutions. "We wanted something with enterprise-class reliability, but at a more affordable price," says Ariel.

Ariel and his team issued a request for proposed storage refresh solutions, with key requirements being space and power efficiency, and ease of management. They also wanted to ensure strong scalability and flexibility to support continued business and data growth in the future.



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## Building in Flexibility

Having reviewed a variety of options, TNT chose to implement a storage solution based on technology from Hitachi Data Systems to support virtualization of part of its production environment and its testing environment. It purchased a Hitachi Universal Storage Platform VM with 30TB of storage capacity, and an option to scale up a further 10TB when required. It was deployed in TNT's primary UK data center. "Hitachi's Dynamic Provisioning functionality really appealed to us as it enables us to meet so many of our core requirements simply and cost-effectively," explains Ariel. "The flexibility it offered meant we could optimize utilization of our storage resources while guaranteeing the availability to support our always on business model."

Implementation of the solution and migration of data onto the new platform was smooth, with support provided by Hitachi Data Systems consultants, who leveraged their in-depth understanding of TNT's IT environment and priorities to deploy the new hardware and supporting software successfully. As part of the solution, Hitachi Device Manager software was installed to provide Ariel and his team with a single console for managing a significant proportion of their storage environment.

## Operating Better and Greener

Since deployment, the TNT ICS team has found that its storage resources are much simpler to manage. "We have far better visibility across the platform now, and can see utilization of our dynamically provisioned capacity at a glance," says Ariel. "This means we can respond faster to storage requests and help ensure our business continues to deliver the 24/7 service that is so essential to its success." The more transparent storage management capabilities also mean that the team can more effectively ensure that storage tiers are being used in the most efficient way.

Ariel continues: "We're also very pleased with the price performance of the Hitachi platform. It's a cost-effective product both in terms of purchase price, and ongoing operating expenditure and TCO."

The company is also enjoying enhanced energy efficiency thanks to the Hitachi Universal Storage Platform VM. Energy savings are calculated as a 9.2 percent reduction in overall power to run the replacement storage infrastructure.

Having experienced the benefits of its new platform firsthand, the team is now planning its next steps. It is considering the addition of a second storage system based on Hitachi Data Systems technology to its disaster recovery site so that it can replicate its business-critical data across the two storage systems and supplement its existing disk replication mirroring systems. "We've been really impressed with the results generated for us by the Hitachi solution so far, and are keen to extend the benefits to other areas of our storage environment," concludes Ariel.

 **Hitachi Data Systems Corporation**

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