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Marina Tedone
Marketing and Alliance Manager
Accadis

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Accadis Streamlines Operational Efficiency, Expands Service Offering and Reaches New Customer Base With Hitachi Technologies

Accadis, Italy’s largest value-added distributor for Hitachi Data Systems information technologies and solutions, was faced with a fast-growing and increasingly disparate data storage system, which required flexible and secure accessibility. Furthermore, the company needed a solution that would externally enable the provision of cloud services to its customers. Accadis deployed a solution composed of Hitachi Unified Compute Platform, Hitachi Unified Storage, Hitachi Content Platform and Hitachi Data Ingestor.

Specializing in the development of complex systems of data management, Accadis provides its customers with a full range of products and technologies. These offerings address the need for timely access and immediate protection of their critical business information. The company helps its customers also through its partners, which range from government bodies to banking and insurance companies, to integrate technologies across a various data storage applications, including archiving, storage, update and use of data.

Accadis operates from 2 offices in Milan and Rome, and its employees must be organized to work remotely from its customer sites. With the rise of big data demands, the company was not only experiencing rapid growth internally, but

also seeing its customers’ storage needs increasing exponentially. As such, its legacy IT infrastructure, as well its product portfolio, was in need of updating.

The Challenge: Rapidly Changing Data Demands

The rise of big data has resulted in the exponential growth of the data storage industry. Accadis was faced with the challenge of not only having to manage its own rapidly growing data needs, but also catering to its customers’ and prospects’ changing data storage requirements. As such, the company wanted to evaluate its data storage solutions, both for its internal use, and in order to expand its service offering.



Accadis

INDUSTRY

Information Technology Services

SOLUTION

Enterprise Platform, File and Content, Unified, Cloud Computing

HARDWARE

Hitachi Unified Compute Platform Pro for VMware vSphere, Hitachi Unified Storage VM, Hitachi Content Platform

SOFTWARE

Hitachi Unified Compute Platform Director

Benefits at a Glance

- Provision of cloud services.
- Guaranteed seamless, speedy and secure file sharing.
- Cost-effective consolidation of storage needs.
- Scalable solution to cater to future growth.

SUCCESS STORY

The company's internal data storage needs encompassed its archiving and file-sharing capabilities. Employees are spread over 2 offices, and staff often work remotely from customer sites, so the ability to share data flexibly and securely underlines the company's critical business operations. Furthermore, Accadis' archiving needs continued to grow and were becoming difficult to manage for an organization of 20 employees. Its archiving capabilities also must comply with quality management systems standards, such as the ISO 9001 quality certification.

Accadis was also looking to improve and expand its service offering while reaching new customer bases. It required a solution that would enable it to provide the development and management of proof-of-concept and demonstration systems with real-time customer data. It was also looking to improve its data archiving and analytics solutions, as well as to deploy a reliable and secure cloud service offering. It wanted to offer these cloud services to both its large and small customers, enabling them to scale their data storage needs no matter how quickly they grew.

The company's previous method of data storage comprised multiple solutions from different vendors, which made data access and file-sharing a cumbersome task for its employees. On top of these difficulties, the resources and costs required to manage the disparate products across its IT infrastructure were rapidly increasing. As such, Accadis realized it must deploy a cost-effective data storage solution to support its growing data needs, as well as provide value-added capabilities and a cloud service for its customers.

During its search, the company was looking for an integrated platform for its archiving requirements that was flexible, yet secure. At the same time, they wanted to ensure it would be powerful enough to cater to both its intensive proof-of-concept system needs and its desire to implement cloud services for

its customers. The solution would need to be scalable to keep up with the rapidly burgeoning growth of big data and the increasingly intensive demands of data storage industry. Following an extensive evaluation of available solutions, including a "try-and-buy" test phase, the company chose Hitachi Data Systems.

The Solution: Flexible, Integrated and Secure

Accadis chose the Hitachi storage solution because of its integrated server virtualization capabilities, which enabled the company to significantly simplify and improve its data storage processes. At the same time it ensured ease of implementation for a cloud solution and guaranteed scalability for future growth.

It deployed Hitachi Unified Compute Platform (UCP) Pro for VMware vSphere, to enable Accadis to consolidate and virtualize business-critical applications internally. At the same time, the solution allows the company to add a cloud environment to its service offering, a capability it did not previously have. With the UCP Pro, the company can now ensure cost-effective management, with simplified and comprehensive provisioning and administration of virtualized cloud environments. Through the solution's integrated Hitachi UCP Director software, it can ensure streamlined infrastructure management and the reliability of its robust cloud platform. Plus, it can guarantee the faster deployment of converged infrastructure and efficient resource allocation.

"Hitachi UCP Pro is a unique solution that provided us with an integrated platform from which we could offer flexible yet secure cloud services to our customers," said Accadis Marketing and Alliance Manager, Marina Tedone. "The solution's unrivaled reliability, flexibility and performance now supports even our most demanding customers' workloads, and reduces our

time to value and operational costs while increasing our operational efficiency and resource utilization."

Accadis also deployed Hitachi UCP Pro to enable the company to centralize and automate the management of its servers, storage and networking components internally, as business resource pools. Accadis chose Hitachi Unified Storage (HUS) VM to enable the storage, consolidation and management of all its data from a single central platform, and allow employees easy access both from its office and remotely. Hitachi Content Platform (HCP) provides capabilities needed for compliance with ISO 9001 quality standards. HCP improved the company's overall IT efficiency and the automation of operations, while simplifying and improving the efficiency of branch and remote office file-sharing services. Hitachi Data Ingestor (HDI) boosted these capabilities, enabling seamlessly scalable and backup-free storage for its remote offices.

Together, these solutions also improve Accadis' external offerings of archiving and monitoring services for its customers. Such services include a performance analytics solution that evaluates the entire system, from virtual and/or physical servers to the network and storage. They also include archiving services that offer infinite storage for its customers, both large and small.

During implementation, Accadis and Hitachi Data Systems worked with networking solutions provider Brocade to ensure a smooth deployment process from start to finish.

"We wanted to be able to cater to our wide range of ever-changing data storage requirements, both for our internal use and for our external needs, through one consolidated and integrated data storage solution. With Hitachi Data Systems, we have found the perfect partner to provide us with the confidence in our new data storage solution, and

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have the confidence to sell it on to our own customers. We know that any support we need can be provided by one single source, compared to our previously disparate IT infrastructure,” continued Tedone.

Benefits: Cost-Effective Flexibility, Scalable Storage

While the initial driver for Accadis to review its previous data storage system was the need for cost-effective consolidation, the company has seen significant benefits and results since the deployment of the Hitachi Data Systems solution. Successes include significant improvement and expansion of its product and service offering.

Since implementation, the company has consolidated its previously disparate data storage capabilities, which in turn, has internally improved its operational efficiency and employee productivity levels. Where previously it was increasingly difficult for employees to archive, find and share documents, Hitachi Data Systems has enabled Accadis to simplify the process significantly. At the same time it has improved the company’s data security. The improvements have led to increased employee productivity levels, resulting from less time spent on the previously cumbersome data storage process. Furthermore, consolidation has streamlined Accadis’ operational efficiency and cost-effectiveness, with fewer resources now required to manage a no-longer disparate solution, and simplified the compliance process for ISO 9001 certification.

Since implementation, the solution’s flexible and high-performance capabilities have enabled Accadis to improve its data archiving, data analytics and proof-of-concept services. The solution has also provided operational savings, as it can now provide all these services through a single consolidated platform.

Most importantly, Accadis has experienced the added business benefit of being able to expand its service offering to include a cloud service.

“Without Hitachi Data Systems, we wouldn’t even be currently offering cloud services. The UCP Pro solution, in particular, has accelerated our decision to bring this offering to the Italian marketplace. It has given us the confidence to provide a cost-effective, scalable cloud offering unmatched in the industry. We are reaching partners and customers that would have previously been difficult to reach, such as service providers and other industries, and extending our business scope across the wider market,” concluded Tedone.

Another key benefit is that the solution’s flexibility provides the company with a future-proofed platform: It can continue to add services for customers with limitless capabilities of its data storage infrastructure, no matter how large its customers’ data storage needs grow.

Looking forward, Accadis plans to take advantage of the solution’s flexible and future-proofed nature internally, with plans to transfer various capabilities such as its website management, email services

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and enterprise resource planning onto the Hitachi Data Systems solution. In addition, Accadis is looking to implement HCP Anywhere which uses the Hitachi Content Platform object store to store, protect, secure and manage data in an efficient, easily scalable and highest-density object storage platform. This will allow the end users can access work files anywhere, anytime with any device.

Accadis Innovates With Information

Accadis uses Hitachi technology to support its internal data storage needs as well as provide external data storage product and services. As a top HDS distributor, Accadis’ main mission is to increase customer coverage through channel development by adding value to the offering and by integrating solutions. Cloud services represent one type of added value.

Where previously the company’s data storage processes were becoming increasingly disparate, Accadis’ internal data storage needs are now consolidated into an integrated solution. Furthermore, since deployment, the company is now able to offer improved products and services to its customers, including an innovative cloud services offering, which it was unable to do before.

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