



ENTERPRISE IT SUPPORT SERVICES

## Case Study

# Industry-Leading Global Video Effects Studio Saves Millions With Scale Service's "Game Changer" Hardware Buying Strategy

## The Customer

As one of the world's top special effects companies with credits including some of the most critically acclaimed action shows and movies, this firm is noted for its complex, photorealistic effects and simulation work—including natural phenomena like fire, smoke, and water. Today, the company has a global presence with studios across Germany, Canada, the US, England, and South Korea.

## The Challenge

The customer contacted Scale Service regarding the extremely high support costs for its EMC Isilon backup cluster. The company was receiving pressure from the OEM to upgrade to the latest equipment. The customer was also wrestling with a technical issue on one of its clusters, but was receiving sluggish responses from EMC. The company appeared to be at a loss.

Therefore, they approached Scale Service with a request to extend the life of their EMC Isilon platform while expanding storage capacity.

“Our collaboration with Scale Service realigned our buying strategy to incorporate refurbished storage as an alternative to new equipment. This new outlet has been a game changer for our IT infrastructure and budget. Scale Service guided us through that process from a technical and logistical perspective with optimal results, by delivering increased capacity with onsite installation and 24x7x4-hour support. Their consultative approach and expertise of market strategy has been a great tool to use.”

— Chief Operating Officer, Customer



## The Solution

The customer requested pricing from Scale Service on 5 x NL400-144s bundled with 24x7x4-hour service. The quote was provided and immediately executed—saving the customer over US\$175K. The product was delivered a week later and installed flawlessly. The customer subsequently purchased three more NL400-144s just two weeks later.

The Scale Service team provided additional nodes at a fraction of the OEM cost wrapped with SLI support, again for its backup cluster. As the business relationship grew, it transitioned into Scale Service supporting and growing the customer's production cluster. To date, Scale Service has provided over 15PB of refurbished EMC Isilon storage wrapped with its world-class support on the customer's entire Isilon platform. The Scale Service team also provided refurbished HPE networking hardware with full HPE warranty to the customer.

## The Results

Since 2016, Scale Service has provided the customer with over 15PB of refurbished gen4 and gen5 EMC Isilon capacity. Scale Service guided the company through the process from a technical and logistical perspective with optimal results by delivering increased capacity with onsite installation and 24x7x4-hour support.

The customer's collaboration with Scale Service realigned its buying strategy to incorporate refurbished storage as an alternative to new equipment—thus, over four years, Scale Service enabled the customer to achieve \$4M in savings on capacity adds and support.

Essentially, Scale Service proved its world-class technical savvy from the very beginning—which forged the beginning of a years-long rewarding relationship. Scale Service successfully helped the customer grow its storage infrastructure at a fraction of what the OEM would charge, while giving it time to consider its upgrade path and to relieve the pressure created by EMC.

