

CASE STUDY

NFL Super Bowl Champions Score a Storage Touchdown

The Customer

This multi-winning Super Bowl championship NFL football team is a member club of the league's American Football Conference West division.

The Challenge

As their EMC Isilon support warranty was fast approaching its expiration date, the customer found themselves at a crossroads. They wanted to update their storage system to a different vendor—but were simultaneously facing renewal costs of upwards of \$40K per year for maintaining each Isilon storage node.

As such, the customer sought a cost-effective solution that would ensure ongoing bridge maintenance support for their current storage extending beyond the Isilon warranty—while also enabling them time to purchase, transition to and fully integrate their new storage system.

The Solution

The customer partnered with Diversified to replace their data storage. Knowing Scale Service's long history in providing custom short-term SLAs and extended support options for new environment upgrades and cloud deployments, Diversified quickly recommended bringing Scale Service on to maintain the customer's soon-to-be legacy system.

Scale Service's enterprise storage maintenance expertise enabled the customer to continue accessing data in the Isilon nodes as Diversified built the new storage system. This involved aiming email alerts to the Scale Service data center if there was a disk drive or power supply failure and acting immediately on any issues as they occurred.

Above all, the customer was able to have 24/7 protection of this very critical infrastructure, ensuring that their critical legacy data was working at all times as the transition to a new system occurred. And when the new storage was successfully implemented and running, the customer began to use the legacy system as a secondary storage, with Scale Service continuing to provide ongoing support.

The Benefits / Results

- ✓ **Significant cost savings:** Scale Service enabled the customer to save at least 1/3 of the cost of extending their warranty with EMC Isilon.
- ✓ **Time:** By helping bridge maintenance support, Scale Service provided the customer more time to research new storage products and make a truly informed, non-rushed decision that best meet their needs—without worrying about pressure due to the expiring warranty.
- ✓ **Ongoing peace of mind:** The customer could rest assured that, no matter how their new build was going, they would always have access to their data storage.