Nominee: Bone Consult

Nomination title: Bone Consult's Cloud Services and Business Growth with Pivot3 Hyperconverged Infrastructure

About Bone Consult

Bone Consult is an IT consultancy with more than 25 years of experience with IT infrastructure, cloud hosting, ERP Solutions, and business development within small and medium-sized enterprises. The company provides Denmark's best and most cost-effective cloud solution through its own Cloud Center at Denmark's leading provider – Nianet. Bone Consult prides itself on being a committed and reliable business partner to its clients.

The Challenge

With small to mid-sized businesses increasingly moving their IT infrastructure and operations off premises and into the cloud, Bone Consult has experienced strong growth and demand – especially within its cloud-based services. Bone Consult has four main solution offerings: infrastructure, ERP systems, business development and cloud solutions. The company's clients span multiple industries and sizes, and their IT requirements differ as much as their business challenges.

"Our clients are extremely varied, from production companies to home builders," said Peter Ulrik Jensen, partner and CEO of Bone Consult. "Most of our clients rely on us to manage the majority, if not all, of their IT operations so it is essential that our solutions deliver easy scalability, high performance and maximum uptime."

As customer demand for cloud services grew, Bone Consult's legacy storage infrastructure presented serious challenges due to its complexity, costliness and inability to effectively and efficiently scale. These challenges hindered Bone Consult's growth capabilities and prompted Ole Michael Nielsen, founder and CTO of Bone Consult, to investigate alternative solutions that could deliver their key requirements and serve as the foundational infrastructure for their business.

The Solution

Nielsen was first introduced to Pivot3 at a technology conference in Barcelona and was immediately impressed with the performance and scalability of the company's hyperconverged infrastructure (HCI) solutions. Upon review, the team was confident that Pivot3 could support its

end users across all workloads and use cases, and would allow users to benefit from higher levels of availability and fault tolerance. Bone Consult quickly deployed Pivot3 hyperconverged nodes and positioned itself for future growth.

"The Pivot3 solution's modular design allows for easy future growth, which is a huge benefit to us," said Nielsen. "We also highly value its simple, 'building-block' scalability and strong, predictable performance."

The ability to maximize infrastructure utilization is crucial given Bone Consult's fast-paced growth in delivering cloud services. Pivot3's distributed scale-out architecture aggregates all storage and compute resources into a common pool made available to all virtual machines, which enables the platform to support 4x the number of virtual machines as traditional infrastructures. Caching, bandwidth and IOPS, along with storage efficiency and capacity, are scaled linearly simply by adding nodes to the cluster. Bone Consult has more control over how it scales its environment as a result of Pivot3's ability to scale compute and storage independently.

Uptime is also extremely important to Bone Consult and its customers. Pivot3's patented erasure coding provides remarkably efficient high availability that maintains performance during degraded mode conditions and sustains business operations even during failure events or degrade mode conditions.

The Results

Since deploying Pivot3 HCI, the Bone Consult team has seen significant improvements in the way they can deliver IT services to their customers. They liken the system's ability to easily scale to another well-known Danish export: Lego.

"The Pivot3 system is very similar to Lego in its simplicity and ability to scale in a 'building block' fashion. We simply add another node to scale storage capacity, performance and compute for the entire system – plus we have the flexibility to scale compute and storage independently based on our needs," said Nielsen. "Additionally, Pivot3's patented erasure coding wide stripes data across all Pivot3 nodes to further boost performance, capacity and reliability simply by adding another node. That capability is extremely important to us."

Uptime is a critical capability for all cloud service providers, and typically requires deploying secondary storage systems and the high overhead of data replication to ensure service delivery. Pivot3 enables Bone Consult to deliver 99.9% availability – exceeding its 99.6% uptime customer

guarantee – without having to deploy a second set of storage systems that use replication software to ensure that level of uptime. Not only does that save on hardware costs, Pivot3 HCI requires only a third of the space as legacy infrastructure, so it saves on operational expenses as well.

Pivot3 doubled Bone Consult's system performance, allowing the company to run several more virtual machines per node than it could run on its prior infrastructure. Support time has also decreased by 70 percent for internal system management and end user call resolution.

"The thing that tells me how successful our deployment of Pivot3 has been is the satisfaction of our customers. Our customers' IT departments are especially pleased, because they can focus on other areas and not worry about their IT systems. They trust their businesses with us, and that's what Bone Consult is all about," said Jensen, partner and CEO of Bone Consult.

Why nominee should win

• Bone Consult was facing the following challenges: the rapid growth of cloud services business outpacing legacy storage system capabilities; its system performance and uptime was not meeting SLAs; and its business growth was hindered by the costs and complexity to scale and manage infrastructure.

• By implementing Pivot3's vSTAC Hybrid HCI nodes, Bone Consult has seen two-times increase in performance, 70-percent decrease in systems management and support, 99.6-percent uptime requirements exceeded, and 67-percent reduction in rack space.

• Because of this deployment, Bone Consult has seen significant improvements in the way it can deliver IT services to its customers.