

Infrastructure as a Service (IaaS)

IQBG, Inc.



Customer

- IQBG, Inc.

Industry

- Enterprise Information Management Business Services

Challenges

- Required a custom design to meet/exceed Federal customer requirements
- High storage and operations costs
- Rising security needs
- Aging architecture

Solution

- Intel-based NEC Nblock™ storage infrastructure
- NEC Compute and Software Defined Networking (SDN)
- Infrastructure as a Service (IaaS) with Microsoft and Red Hat software, secured in Iron Mountain
- An NEC-delivered SAP HANA® private cloud, powered by Intel

Results

- Enhanced performance
- FISMA High level security compliance
- Decreased costs
- Disk Based, with off-site replication
- Large memory footprint Compute nodes
- Ability to market capabilities to government and enterprise clients

IQBG, Inc.

Formed in 1998 as “IQ Business Group”, successful as an internet technology provider, IQBG, Inc. was restarted in 2011 as a solution provider of enterprise Information Management Business Services to Government, Healthcare, and highly regulated industries. IQBG’s new vision was to work with organizations for which electronic information matters greatly; organizations that care about what happens to this information, how to keep it while it is classified as a record, how it is discoverable, and how you dispose of it when it is no longer needed—which is when data transitions from an asset to a liability.

“The NEC technical infrastructure gives us the necessary agility to manage this data, and that is a distinct advantage.”

IQBG refined that vision to include operating enterprise information management services in the Cloud, an important aspect of the company. Michael Beck, CEO of IQBG, said, “The last thing a CIO wants to worry about is ‘Are all our documents and emails being captured the way they should be? Are they being properly classified, and are we keeping the optimum governance over records management? Also, if we are sued, how can we find all those documents we’re required to produce to meet Discovery requirements?’”

As of December 2016, all emails of a Federal entity are now considered to be official documents, and must be preserved --an additional burden on the management of an organization’s critical data.

NEC gives us the environment that allows us to scale hundreds of terabytes (TB) of storage—an average of upwards of 300 TB for a single client.

IQBG navigates, organizes, and analyzes the massive amount of information and data that organizations deal with every day, saving their clients time and money with IQBG cloud-based solutions. Customers contract on a multi-year basis for IQBG to manage their data for them, behind the scenes. Stored documents are secure, organized and easy to find, and compliant with increasingly stringent federal regulations. With IQBG handling the customer's information services, their CIO can concentrate on ways to use technology to increase their productivity and help their organization become more valuable and more profitable.

IQBG was successfully awarded the Federal contract to manage all electronic information for the Department of the Interior (DOI), a Cabinet level entity—and easily the most litigated against agency in the Federal government. Prior to IQBG's agreement, the DOI had struggled with securing, organizing, and efficiently accessing needed evidentiary documentation, resulting in extremely costly lost legal battles. IQBG's agreement included the management of a huge and growing volume of physical records, and its conversion from paper to the digital world. IQBG currently manages all DOI information, making it instantly available as needed.

Challenges

As IQBG continued its expansion, success has also been met continually with growth challenges--primarily related to much needed IT scalability, the high costs of massive data storage, and working with a public cloud--and so began the search for a viable alternative. However, in transitioning to an optimal solution to meet the technical challenges, IQBG chose to not sacrifice the security and integrity of the internal network they had carefully constructed.

A custom designed, extremely scalable solution must be found, at a reasonable cost, with the most reliable high availability and agile data recovery, meeting compliance standards with the highest regulatory demands of Federal customers--and all must be secure within a private cloud.

"...we have the opportunity to affordably move to a much more scalable environment while also exceeding Federal security standards--and so we made the decision to partner with NEC."

Solution

From Iron Mountain, IQBG learned that NEC owns and operates a high security, FISMA-compliant (Federal Information Security Management Act) data center, hosting private cloud services, stored in Iron Mountain. NEC's special focus on providing "smart enterprise" safety, security and enhanced business efficiency was also in sync with IQBG's mission and commitment to its government and enterprise customers.

NEC's choice of Iron Mountain's high security underground data center (located in Western Pennsylvania) as primary co-location provider for NEC's SAP HANA® private cloud and NEC data management services had also assisted NEC's achievement of SAP-certified Provider status. This was exactly the secure--yet flexible, single provider Private Cloud solution IQBG had been in search of.

IQBG's CEO stated, "We've run scalability tests, and all-important security tests, prep penetration tests; we've run "NESSUS" scans for the federal government, and run reports against a model environment in the NEC/ Iron Mountain world that demonstrated to us that we have the opportunity to affordably move to a much more scalable environment





while also exceeding Federal security standards--and so we made the decision to partner with NEC.”

NEC’s SAP HANA® private cloud powered by Intel, together with the Intel-based NEC Nblock™ storage solution and NEC’s ability to perform data management within a FISMA High Security environment in Iron Mountain would enable IQBG to provide optimum business efficiency to their government and enterprise customers.

Results

Interestingly, if electronic information is managed properly, the organization will automatically experience increased productivity and profitability as a by-product of the enhanced efficiency. Whether managing information for records management, for eDiscovery Support, for business process improvement, digital asset management improvement, or, in the case of government, for fulfilling compliance obligations, increased efficiency for the customer has also meant improved productivity.

IQBG has grown to become a full enterprise information management provider, which includes Electronic Content Management (ECM), records management, and eDiscovery Support, all under one roof-- making government more productive and better serving their constituents. IQBG is able to assist Healthcare to be more visible while also more secure and respectful of privacy, and is helping highly regulated industry customers to be compliant with regulatory constraints--as FISMA requirements are exceeded by NEC’s solution of private cloud storage and management operations in the secure Iron Mountain environment.



Beck explained, “NEC provides the platform for highly scalable and highly adaptive environments needed when you’re dealing with the amount of data we deal with. In our current IQBG private cloud environment, we ingest about 3 million assets daily—and ingesting goes beyond just journaling them to make sure they end up in the right place; we classify those assets and then tag them with a unique ID that then manages those assets through the information lifecycle--from the time they are of value and assets of an organization, to deletion when they’re no longer of use. NEC gives us the environment that allows us to scale hundreds of terabytes (TB) of storage—an average of upwards of 300 TB for a single client.

“The NEC platform allows us to not only manage that huge amount of data effectively, but also to mine that data safely--because these are highly regulated industries, such as Government and Healthcare, so our clients are extremely targeted for litigation and open to eDiscovery. The NEC technical infrastructure gives us the necessary agility to manage this data, and that is a distinct advantage.

“...IQBG is one of the only Level One systems in the Federal government with a record of absolutely no downtime.”

“In the IQBG cloud, we operate the largest single instance of a SQL database anywhere in the world—several billion rows long, an ENORMOUS database. All this comes together by bringing together partners that are ‘best of breed’, and that’s why our partnership with NEC is very important to us.”

EXAMPLE: IQBG’s enhanced capabilities have enabled them to perform a Proof of Concept (POC) for the Office of the Special Trustee (OST) in the Department of the Interior (DOI), on the American Indian Reservation Records (AIRR), which alone involve 400,000 sq. yards of paper records stored in a limestone cave. IQBG’s POC proved they could perform

digitization of that information, shred anything not historical, and store the valuable records in an electronic archive that is searchable and readily accessed for Discovery. Some records needed to be physically retained and preserved, with the majority scanned to archive, and disposed of. The IQBG's digital data management is expected to effectively close down the limestone cave.

With an agile, expandable infrastructure in place, IQBG is branching out, using their private cloud environment to also provide customized application development across an enterprise, with enterprise customer management, customer relationship management (CRM), as well as forms management.

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NEC's Relationship with Our Customer

NEC's vast technology infrastructure portfolio combined with Iron Mountain's Data Center and value added services attracted IQBG to become a partner with NEC. NEC's ability to implement a customized solution built upon the Nblock™ enables IQBG to provide world-class enterprise content and Records Management (ECRM) solutions with the security, resiliency, and scalability required by its public sector clients.

CEO, Michael Beck affirmed, "IQBG currently operates at 99.999% High Availability, and IQBG is one of the only Level One systems in the Federal government with a record of absolutely no downtime. This is all accomplished with strong partnerships like our relationship with NEC."

NEC's competitively priced IaaS Nblock-based solutions consistently deliver a higher level of service and provide IQBG with the flexibility to support a wide range of customers with numerous and varied compliance requirements. IQBG relies upon NEC's robust IaaS to provide its customers with mission-critical ECRM solutions.

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