

BoxTone



Industry

Information Technology – Enterprise Mobility Management Software

Challenges

- Data-intense industry
- Rapid company growth
- Insufficient data capacity
- Remote data storage & backup
- Costly outsourced storage provider

Solution

- Storage solution: NEC HYDRAsTOR HS3-210
- Design & implementation: NEC Professional Service

Results

- Significant operational cost savings
- Rapid return on investment
- Improved productivity
- Secure data backup & storage
- Local control of company data

Data growth has become a major concern for enterprises of all sizes. With the right technology, companies can intelligently manage, archive and backup data on an ongoing basis to protect corporate information, enable faster decision making and improve overall business continuity.

BoxTone is an Enterprise Mobility Management (EMM) provider headquartered in Columbia, Maryland. The company's software solutions help enterprises, public-sector entities and managed-service providers manage and optimize their mobility environment. BoxTone implemented the HYDRAsTOR HS3-210, a grid-storage solution by NEC, to reduce cost, improve data management and support rapid company growth.

Challenges

BoxTone's flagship software solution provides companies with real-time, centralized control of their end-to-end mobile services. "Enterprises add our software to their infrastructure as a management platform for the entire mobile lifecycle," says Greg Persch, IT Manager for BoxTone. "This enables their IT department to secure, manage, monitor, support, and optimize its mobile devices, mobile connectivity services as well as enterprise-mobile applications."

BoxTone's business doubled within a year's time. "A multitude of different mobile devices—from smartphones to tablets—and mobile applications have entered the enterprise and deployments are growing very rapidly," says Persch. "This has tremendously increased our clients' need for full lifecycle EMM capabilities to scale to meet the demands of their businesses."

The BoxTone business continues to grow at a rapid pace. "We're expanding in our building, looking also at remote sites both in the U.S. and internationally," adds Persch. "Managing growth is the name of the game right now." The company's data quantity has also grown, prompting the need for more data storage and capacity.

BoxTone used an outsourced provider for data storage and backup, which created additional challenges. "Our backups were done via an online service," adds Persch. "The backups were not efficient and there were a lot of configurations that were either unnecessary or not set up at all." Because the solution was remote, the company was unable to quickly perform a local restore.

BoxTone sought a more effective data-storage solution for optimized capacity, lower costs and reduced risk.

Solution

BoxTone selected NEC's HYDRAsTOR HS3-210, an advanced grid-storage solution that delivers enterprise-class features to small & medium businesses. The HYDRAsTOR HS3-210 is only 2U, making it ideal for smaller and/or remote environments.

Persch was already familiar with HYDRAsTOR products. "I got firsthand experience with HYDRAsTOR at my previous job—I've seen the solution lose multiple drives and storage nodes with minimal performance loss and no data loss whatsoever," he says. "I trusted NEC and HYDRAsTOR enough to recommend them now that I'm working at BoxTone."

The HYDRAsTOR HS3-210 is packed with features previously found only in larger systems. The solution's patented DataRedux™ feature offers optimal storage capacity to support BoxTone as the company grows in the future. "We are looking to co-locate some of our other systems so that all of our messaging will be at another location," says Persch. "As we expand to other sites, we can take advantage of the HYDRAsTOR HS3-210's replication and backup storage at other locations."

The solution's DynamicStor™ feature provides BoxTone with effortless, self-managing, dynamic storage provisioning. "I have more than 60 percent of space available," says Persch. "With disk-to-disk backup, our deduplication rate has a 14:1 ratio and has been as high as 18:1."

BoxTone is leveraging the HYDRAsTOR HS3-210 for application-aware deduplication, which provides significant data reduction for backup applications. The company is also using the solution for read/write data snapshots. "We set up file systems to back up directly to the HYDRAsTOR HS3-210," says Persch. "And now I'm using a file system to share data with multiple users and for them to store work files—it serves as both secondary and primary storage."

The company's new solution has an intuitive user interface, which also enables better management. "I can easily do things like view the status of all the different functions, check capacity and set up new file systems," says Persch. "There's nothing difficult about it and everything is seamless."

Results

BoxTone now has an optimized, more reliable storage and backup solution. "HYDRAsTOR HS3-210 gives us full control—we no longer have to worry about a service provider losing or compromising the security of our data," says Persch.

The HYDRAsTOR HS3-210 also delivers BoxTone significant ROI. "We looked at what we would pay a service provider over the next two years and found we'd save \$40k per year on service charges," says Persch. "That's about a two-year payback, which justifies the purchase."

The company is also saving time within its IT department. "I have had to do several file restores and they usually take under a minute," adds Persch. "We would have to wait much longer than that before—the solution obviously saves man hours."

Persch is happy with his relationship with NEC. "I can say on top of anything else, NEC has been on top of everything," he adds. "I'm confident about their support and they have been responsive if ever I have an issue. He is also pleased with BoxTone's new HYDRAsTOR HS3-210. "I knew HYDRAsTOR already. It is always on, so I don't have to worry. If something goes down, the unit still works," he concludes.

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