

Bart & Associates, Inc.



Customer

- Bart & Associates, Inc.

Industry

- Government, Public Sector

Challenges

- Rising government cloud security compliance regulations
- Proprietary cloud software, limiting hybrid cloud options
- Limited system scale up (HANA RAM memory)
- Customized configurations for SAP HANA (SAP VORA)
- Limited SAP HANA certified hosting providers

Solution

- NEC's IaaS & PaaS Nblock™ (Intel based SAP HANA certified)

Results

- FISMA high data center and dedicated infrastructure provide new levels of security and compliance.
- Stable billing with predictive service level agreements.
- Open source cloud software and operating systems adhere to government guidelines and allow hybrid cloud deployments.
- Large single system image based on Intel E7v3 architecture allows larger SAP HANA database implementations running on NEC Nblock™ certified SAP HANA TDI architecture.
- Ability to market NEC's IaaS & PaaS capability to prospective government clients.
- Enables delivery of SAP HANA application services to clients.

Headquartered in McLean, VA, Bart & Associates (B&A) is a 28+year systems integrator of information technology solutions. Managed to Software Engineering Institute's Capability Maturity Model Integration (CMMI®) Level 3, International Organization for Standardization (ISO) 9001:2008, ISO/IEC 27001:2013, ISO 20000-1:2011, IT Infrastructure Library (ITIL®), and Agile best practices, B&A provides strategic, enterprise, application, and technical infrastructure solutions, including customized and commercial-off-the-shelf applications. B&A has a long history serving the Federal Government and has proven to be a trusted agent and expert enterprise software solutions provider.

Recognizing that its employees are the company's most important asset, B&A's software developers, IT specialists, analysts, and project managers are among the expert staff providing exceptional service to its clients. Strong leadership with sound strategic direction to achieve the corporate vision, along with superior career-development training, has enabled B&A to successfully attract and maintain a loyal workforce of highly qualified resources.

Challenges

B&A was an early adopter of SAP HANA for Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM). In the decision to deploy SAP HANA, B&A chose to work with a well-known third party that provides hosting services utilizing Public Cloud Services. Being first to deploy in the Public Cloud afforded B&A a number of benefits, all associated with the value of moving off premises. B&A utilizes SAP HANA ERP for finance, accounting, and time keeping of resources performing professional services on government contracts. B&A's SAP HANA CRM system is used for tracking business development activities and managing B&A's public sector opportunity pipeline.

Despite delivering the benefits and value of moving off premises, B&A's public cloud solution created several challenges for B&A in meeting emerging government cloud computing requirements. With the rapid growth of Cloud computing, comes the increasing need for elevation of government security requirements. FedRamp, and other government cloud initiatives, are creating an environment in which Federal system integrators are being challenged to increase the level of security and compliance with government mandates. The ability to offer hosting in a facility that meets government security and energy requirements became an increasingly common topic.

However, the commodity nature of the previous public cloud offering did not provide the agility to meet the rapidly evolving government cloud standards, which limited B&A's ability to differentiate and offer innovative solutions to its customers. Ultimately, it boiled down to needing a technology partner that would seamlessly deliver all of the services, technology, and infrastructure to effectively support Federal clients.

B&A sought to work with a technology provider that had a thorough understanding of its need for a robust SAP Hosting solution and would provide reliable service in a secure, green environment.

"As a Federal Systems Integrator, we're focused on delivering innovative solutions for the public sector's rapidly emerging cloud security and technology standards," said Jonathan Evans, President of B&A.

Solution

The teams from NEC and Iron Mountain® worked closely with B&A to gain an accurate understanding of the requirements. In order to fully meet B&A's needs, the solution had to be cost effective, with the right balance of scalability, security, and energy efficiency. The team identified opportunities where NEC's E7v3 based IaaS certified SAP hosting, HANA, and Application Management Services could be used to provide an end-to-end solution.

Iron Mountain, in partnership with NEC, is the first FISMA high-compliant data center operator to commit as a U.S. Department of Energy (DOE) Better Buildings Initiative Challenge Partner, and has pledged to reduce data center energy intensity by 20% over a ten-year period. These innovations further optimize Iron Mountain's data centers for federal requirements such as Continuity of Operations and Continuity of Government. Iron Mountain has a proven track record of building energy efficient facilities, with a full portfolio of data centers capable of meeting the exact requirements for sustainability planning in Presidential Executive Order 13693. B&A now has the ability to offer SAP hosting services to government agencies that seek to meet this challenge, increasing the market for B&A's SAP hosting services to government clients.

NEC leveraged its knowledge of B&A's needs, their experience with public sector system integration, and understanding of cloud requirements to develop an innovative hosting solution that met and exceeded the objectives for B&A's internal hosting as well as emerging federal cloud requirements. By evaluating the customer's technology, business, and daily operations, NEC developed a migration plan to migrate SAP HANA to NEC's secure "in the mountain" hosting solution. The migration plan included connecting to the existing public cloud system, then replicating and converting to the new system transparently.

NEC's private cloud solution "in the mountain" is a complete, converged Intel architecture, IaaS / PaaS offering that specializes in supporting the performance demands of the SAP HANA® platform running on Red Hat® Enterprise Linux®, in the highly secure and compliant Iron Mountain National Data Center. This best-in-class cloud solution takes the guesswork out of infrastructure deployments and data security of Big Data and reporting in SAP HANA environments. As an all-inclusive package, this offering serves as a single resource for infrastructure assessment, upgrade and migration preparation, proof-of-concept (POC), pilots, production and post-production support, and financing.

"Before transitioning to NEC's SAP certified hosting services, our biggest pain point was that we were forced to implement scale out solutions to accommodate limitations associated with public cloud environments."

Deploying infrastructure that is dedicated to the SAP environment provides B&A with higher security levels. Having NEC SAP certified Nblock infrastructure also allows B&A to demonstrate to their clients that they have a highly integrated technology provider which can control the equipment and deliver higher levels of service, ultimately enabling B&A to deliver the transparency required by its government clients.

"It was really important to us that we work with a company that could not only provide great service, but could also deliver the technology and compliance to allow B&A to meet and exceed government cloud computing standards," said Kelly Sinclair, Director of Consulting Services.

As a fully hosted system, B&A is now on SAP certified Intel E7v3 based infrastructure in Iron Mountain's National Data Center with managed services from NEC, with the ability to fully demonstrate to government clients their ability to deliver SAP HANA Hosting Services in a highly secure, scalable, and energy efficient environment.



“The NEC SAP hosting solution has proven to be very scalable, and highly reliable. From the initial install to full implementation, the support we have received from NEC has been commendable. A reliable SAP system is critical, especially when dealing with federal contracts. NEC and Iron Mountain services and support are great assets to B&A’s extended IT infrastructure, which B&A recommends to its SAP clients that seek to migrate legacy SAP Systems to SAP HANA.”, said Sinclair.

“As a Federal Systems Integrator, we’re focused on delivering innovative solutions for the public sector’s rapidly emerging cloud security and technology standards.”

Strong Relationship with Customer

One of NEC’s strengths is working with customers to develop a deep understanding of their business and technology pain points, and then implementing solutions that are customized to meet their needs. B&A chose NEC because of its vast technology infrastructure portfolio, certified by SAP, combined with the partner relationship with Iron Mountain Data Centers and strong customer references.

NEC’s competitively priced IaaS Nblock based solutions consistently deliver a higher level of service while lowering ongoing operational and service expenses. NEC’s software and networking solutions help provide a robust communications and collaboration tool with reduced costs, while providing B&A with a system that is flexible, easily managed, and able to expand and add features as needed.

“Before transitioning to NEC’s SAP certified hosting services, our biggest pain point was that we were forced to implement scale out solutions to accommodate limitations associated with public cloud environments. The scalability of the system just wasn’t there, and increased capability would require significant increase, far beyond our requirements. Additionally, current and prospective clients had been inquiring about the security of our services,” said Sinclair. “With the solution from NEC and Iron Mountain, we now always have adequate SAP certified infrastructure scalability, as well as the security and compliance required to deliver services to the government that are fully supported by SAP for Hosting, HANA, and Application Management.”



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