

“We support thousands of end-user customers and all of these clients have at the core a need for highly available, highly secure IT services. Through our partnership with Fujitsu, we are able to deliver on this promise.”

Ferdie Koukakis
Technical Director
Wanstor

Wanstor has relied on Fujitsu ETERNUS DX and PRIMERGY technology to provide reliable, scalable, high-performing and affordable virtual cloud services.

At a glance

Country: United Kingdom
Industry: Information Technology
Founded: 2002
Website: wanstor.com

Challenge

Wanstor provides cloud hosting services for hundreds of clients; it needed a reliable, cost-effective technology partner to deliver high-performing hardware combined with responsive, proactive support and innovative service provision. It also intends to automate the provisioning of virtual machines via a self-service portal.

Solution

Fujitsu PRIMERGY RX rack servers and Fujitsu ETERNUS DX disk storage together host around 1,000 virtual machines for Wanstor's customers, providing an end-to-end solution, combining service, support and backup. A pilot of FUJITSU Software Enterprise Service Catalog Manager will enhance service provision for customers.

Benefit

- Fujitsu PRIMERGY servers and ETERNUS DX storage increase performance and reliability for rock solid service while reducing energy consumption and costs
- Fujitsu Enterprise Service Catalog Manager pilot is transforming how Wanstor provisions services for its customers
- Wanstor has grown 30 per cent in three years, thanks to the scalability and affordability of Fujitsu technology

Customer

Wanstor was founded in 2002 as an alternative to the traditional break-fix IT suppliers, taking a more proactive and preventative approach to service provision. Today, over 150 employees deliver secure managed IT services and support around the clock, helping Wanstor's customers transform the role of IT within their organisations so that it becomes a business enabler.

Products and Services

- FUJITSU Server PRIMERGY RX
- FUJITSU Storage ETERNUS DX
- FUJITSU Software Enterprise Service Catalog Manager

Transforming service provision

Wanstor has had numerous technology partners in its nearly two decades of operation, however, not all of them have delivered the service and support required. In the past five years, the company has built a close collaboration with Fujitsu which has proven the most reliable and responsive of partners.

"With other big vendors, it didn't feel as if we were valued and it was difficult to get the attention we needed in a timely manner, however, Fujitsu was instantly keen to engage and had great energy from the word go," explains Ferdie Koukakis, Technical Director, Wanstor. "Fujitsu combines a wide range of reliable, high-performing servers and storage with top notch support at affordable prices."

As a service provider and hosting company, Wanstor puts a high premium on reliability and availability ensuring its customers can access the data and services they need, however, its previous storage products were prone to occasional downtime. Wanstor found a solution to this when it discovered the Fujitsu ETERNUS DX disk storage devices.

"The ETERNUS DX SAN storage that Fujitsu provides allows us to offer unparalleled levels of performance to meet our customer demands," adds Koukakis. "The high-speed disk and compute systems are an essential part of our service offering which enable us to out-compete rivals, by out-computing them."

Automating service procurement

Wanstor currently houses multiple FUJITSU Server PRIMERGY RX compute nodes and FUJITSU Storage ETERNUS DX arrays, together hosting around 1,000 virtual machines for its customers. It competes with larger hyper-scale cloud providers by providing an end-to-end solution, combining service, support and backup as one product. Traditionally, these services would be delivered manually via Wanstor employees, however, the company wanted to automate the process and enable a self-service portal to automatically provision according to customers' needs.

"We want to eventually give our customers the tools they need to procure and spin off their own VMs, making the process faster and more efficient," continues Koukakis. "We are therefore in the pilot phase of equipping our hosting environment with a self-service portal giving customers and our staff the opportunity to allocate compute and storage resources directly from our cloud. This exciting development has the potential to provide many efficiencies through automation and solve some of our challenges in our hosting space."

FUJITSU Software Enterprise Service Catalog Manager provides this self-service portal for Wanstor to automate the delivery of its services to employees and, in the future, customers.

It has a continually growing set of pre-packaged adapters that seamlessly integrate many types of hybrid cloud services and provides functions for calculating usage fees based on actual usage and for generating reports. Services can be integrated into the portal with small effort because all the necessary business enablement features are already in place – including user registration, user and subscription management, service provisioning, reporting, and functionality for processing payments and invoicing.

Underpinning continuous growth

Partnering with Fujitsu has enabled Wanstor to grow its business by 30 per cent in three years as the technology seamlessly and cost-effectively scales to meet demand. This helps the company stay competitive in a crowded marketplace, while also introducing new technologies as they become available, such as the FUJITSU Software Enterprise Service Catalog Manager.

"Our hosted services business grows steadily on a yearly basis. Updating our core infrastructure on a continuous basis means that as computing densities improve, we can continually increment our efficiency," says Koukakis. "High-speed, high-density computing environments at the core of our operations enable us to deliver highly available, cost-effective solutions for our clients. We support thousands of end-user customers, across a range of vertical markets, who all need highly available, highly secure IT services. Through our partnership with Fujitsu, we are able to deliver on this promise."

Wanstor has also seen a continuous improvement in performance, not least because of the introduction of an All-Flash tier within its ETERNUS DX storage, which reduces response times dramatically.

"As SSD storage has become more affordable, it has become central to our storage platform and we aim to migrate all our data to All-Flash storage in the near future," concludes Koukakis. "The ETERNUS DX range storage solutions and PRIMERGY range server resources are excellent performers with surprisingly low power consumption compared to the competition. This combination of quality products has meant that we've been able to provide rock solid systems to our customers and our own data centre environments, helped enormously by Fujitsu's proactive support – the team is always there at a moment's notice when I need them."

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