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## Success Story

# NTT Europe Online Standardizes Its Storage Infrastructure with NetApp Solution



### KEY HIGHLIGHTS

#### Industry

High tech/Internet

#### The challenge

Provide storage space on demand, upgrade from direct-attach storage infrastructure, and replicate data among different countries.

#### The solution

Implement NetApp® FAS270 and FAS3020 storage systems to provide flexibility, reliability, and performance.

#### Benefits

- Multiprotocol support simplifies training
- Scalability of equipment supports growth
- Increase in customer productivity
- Lower TCO with predictable support contracts
- Improvement of management efficiency

### CUSTOMER PROFILE

New online businesses demand reliable, secure, and available infrastructures. With more than a decade of experience, NTT Europe Online (formerly Verio) is one of the leading providers of managed hosting services in Europe and was recently placed in the Gartner Magic Square because of its pan-European hosted Web services.

With principal offices in Spain, the United Kingdom, France, and Germany, NTT Europe Online has been one of the first European managed hosting companies to obtain the ISO27001 certification in information security management, and has received several awards in recognition of its advanced technology and its customer service. NTT Europe Online is certified as a Microsoft Gold Partner and, since 2004, maintains an alliance with Oracle to provide hosting solutions to European Oracle On Demand customers.

In order to guarantee the online success of its customers, NTT Europe Online offers outsourcing solutions that emphasize, among other advantages:

- Provision of a secure, reliable infrastructure, audited independently
- Service agreements that guarantee the availability of integral solutions and not just that of individual components
- Scalable solutions that grow as the customer's business develops

### THE CHALLENGE

NTT Europe Online's previous direct-attached storage infrastructure required the addition of a dedicated storage part to every customer solution. The company needed to be able to offer space on demand to its own customers, in order to gain flexibility, reduce management costs, and reach higher levels of availability. On the other hand, as an international provider with its own network linking its data centers, it needed replication solutions among the different countries for the implementation of recovery systems after disasters such as the distribution of content.

### THE SOLUTION

After having a relationship with NetApp for more than five years, NTT Europe Online included NetApp technology as a standard in its product offerings and as the preferred technology for internal storage services, backup to disk, and data replication. NTT Europe Online uses NetApp storage systems and technologies in its data centers, incorporating them in solutions it designs and maintains for its customers throughout Europe.

"Thanks to the standardization achieved, we are able to offer all the advantages of NetApp equipment as a service for our customers, including NetApp SnapMirror® and NetApp SnapVault® software, in all the

locations where we have data centers,” emphasizes Roger Vilà, director of Operations of NTT Europe Online.

The NetApp multiprotocol support allows NTT Europe Online to offer the best solution for each customer using the same equipment, thus reducing complexity. Although the company studied different alternatives, NetApp had a unique technology and was the only provider that helped NTT Europe Online to define a product strategy in an efficient manner and to place the technology in its data centers.

NTT Europe Online uses NetApp equipment in all its data centers in Europe. In dedicated systems and as a general rule, the company uses NetApp storage systems when flexibility, reliability, and performance are critical criteria for the customer. For numerous customers, NTT Europe Online also offers the contracting of shared equipment, which lowers the cost for the end customer, maintaining a wide range of functionalities and high availability. “The production environment of this equipment is in the majority of cases part of a managed Web-hosting platform, although there are many cases of IT managed platforms—ERPs, CRMs—this last category being the one with the most growth,” explains Vilà.

## BUSINESS BENEFITS

One of the main benefits offered by the NetApp equipment is the multiprotocol access, including iSCSI, which allows NTT Europe Online to respond to many needs heretofore covered only by more complex SAN solutions with higher management costs. In addition, the ability to grow with the scalability of the equipment is a very important factor for an infrastructure provider such as NTT Europe Online.

The productivity benefits are clear: Providing disk space is practically immediate and completely transparent. On the other hand, the NetApp service contract with all-included support makes equipment and maintenance costs easily predictable, avoiding last-minute costs. Finally, the utilization of the same platform for all environments simplifies the training of engineers and equipment management, which results in allied advantages such as the reduction of human failure, improvement of management efficiency, and reduction of TCO.

## SOLUTION COMPONENTS

### NetApp products

NetApp FAS270 and FAS3020 storage systems

NetApp NearStore® intermediate storage

NetApp SnapVault software

NetApp SnapMirror software

NetApp creates innovative storage and data management solutions that accelerate business breakthroughs and deliver outstanding cost efficiency. Discover our passion for helping companies around the world go further, faster at [www.netapp.com](http://www.netapp.com).

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