



KAPSCH TAKES CONSUMPTION-BASED ROUTE TO DATA CENTER REFRESH

HPE GreenLake is choice for leading Austrian service provider

Industry

Service provider

Objective

Find a flexible way to refresh data center storage

Approach

Choose a consumption-based IT model

IT matters

- Ensures that the data center is always equipped with latest technology
- Enables customers to instantly increase processing capacity
- Introduces control of data costs

Business matters

- Provides ability to instantly meet customer demands
- Reduces administrative complexity by cutting vendor numbers
- Increases commercial competitiveness



When Austrian IT service provider, Kapsch BusinessCom, needed to refresh its data center storage it wanted a flexible method that would enable it to pass on benefits to its customers. Kapsch chose to purchase the new HPE 3PAR solutions via the HPE GreenLake pay-per-use model.

CHALLENGE

Need for storage refresh

Austrian company, Kapsch BusinessCom, is a member of the Kapsch Group and supports companies in taking their business performance to the next level and developing new business models. As a leading partner in digitalization, the company operates as a consultant, system supplier, and service provider. Kapsch BusinessCom is the ideal partner for keeping abreast of rapidly evolving digital technologies thanks to its widespread expertise in handling large quantities of data and matters of security, in addition to the valuable experience gained from successful implementation

of a variety of use cases across numerous industries. The company's comprehensive portfolio in Austria, Romania, and the DACH region includes technology solutions for intelligent and—most importantly—secure ICT infrastructure along with smart building technology, media and security technology, and outsourcing services.

Kapsch BusinessCom services more than 17,000 customers both locally and globally, including Allianz, Erste Bank, ÖBB, OMV, ORF, and Vodafone. In the fiscal year 2017/2018, Kapsch BusinessCom generated revenue of approximately EUR 318 million with its 1,200 employees.

“This was a unique opportunity to work collaboratively with a provider such as HPE on the HPE GreenLake model that will be a game-changer going forward.”

– Günter Englert, CIO, Kapsch BusinessCom

Data is the company’s most precious commodity and it is buried deep in the mountains in the earthDATA safe (eDs) high-availability data center, located in a system of old tunnels in the Austrian town of Kapfenberg. This “data safe” is 150 meters deep and it is divided into eight security zones, surrounded and protected by millions of cubic meters of rock, with comprehensive video monitoring and access control.

All the data center’s systems are equipped with the latest security technology and are designed to be fully redundant—from the data storage itself, to the processor cooling systems and the power supply.

However, some legacy equipment was reaching end-of-life and was no longer suitable to support the IT outsourcing that Kapsch provides for clients. The company needed to refresh part of its multivendor storage environment to introduce the flexibility necessary to handle workload exchange between existing data centers in Kapfenberg and Vienna and to support the creation of a new data center in Vienna.

Kapsch CIO, Günter Englert and his team embarked on a search to find the right IT concept for the future which would include comprehensively modernizing the eDs. New storage components would need to handle existing services for customers but would also be the basis for brand new services and products in the future.

Kapsch required a reliable company to provide high-quality support and as a long-standing business partner and customer, it turned to Hewlett Packard Enterprise to provide a future-facing and flexible solution.

SOLUTION

Consumption-based IT model

Kapsch chose a powerful, redundant, flash-optimized [HPE 3PAR StoreServ Storage](#) system with petabyte-scale capacity. It includes two HPE 3PAR StoreServ 8200 2-node systems and two HPE 3PAR StoreServ 8400 4-node systems with a SAP HANA® 16 GB switch block. The equipment will be installed at the Kapfenberg and Vienna data centers with HPE Pointnext Services delivering the IT operational services, HPE Foundation Care, and [HPE Datacenter Care](#). This will help keep its technology running—reliable, stable, and at peak performance.

“These days, if you want to get your business fit for the future, you need IT systems that can adapt quickly and easily to the needs of the business and the needs of the market. That is precisely what HPE gives our customers,” says Englert.

For Kapsch, that vital flexibility is delivered by [HPE GreenLake](#), the [HPE Pointnext Services](#) consumption-based IT model that aligns cash flow to actual usage. The service allows it to pay only for the capacity it uses with its on-premises IT, avoiding up-front capital outlay. Since it is billed as a service it helps Kapsch’s cash flow and capital allocation strategies, providing a clear insight into costs.

“This was a unique opportunity to work collaboratively with a provider such as HPE on a model that will, in my opinion, be a game-changer going forward—to incorporate our own specific requirements and to then implement the model for our customers. This was something that I’d never experienced before, and I’ve been around for quite a while,” says Englert.



“The business outcome, rather than the infrastructure, will be the only thing that counts in the IT sector of the future. With HPE GreenLake, we’ve already got that covered.”

– Günter Englert, CIO, Kapsch BusinessCom

Customer at a glance

Hardware

- HPE 3PAR StoreServ 8200
- HPE 3PAR StoreServ 8400

HPE Pointnext Services

- HPE GreenLake
- HPE Datacenter Care
- HPE Foundation Care

Kapsch was one of the first service providers in Austria to provide consumption-based services based on the flexible IT usage model. Everything works perfectly, both in technical and economic terms, particularly as automatic upgrades for hardware components are included with HPE GreenLake as part of the service. This means that eDs storage components receive HPE technology updates and Kapsch customers get to use state-of-the-art systems for the corresponding services.

“HPE GreenLake was our response to our customers’ desire for IT models that combine the operating efficiency and flexibility of cloud services with the security and control of in-house data center solutions, and all this with a return on investment that compares favorably with purely cloud-based solutions,” says Gerald Perchthaler, sales manager for HPE Pointnext Services DACH & Russia.

BENEFIT

Instant access to processing capacity

The HPE GreenLake service has enabled Kapsch to refresh its storage environment with the best possible infrastructure that will address customer requests instantly. It also ensures that the infrastructure will remain up to date. The HPE solution allows the company to move workloads between its data centers, thus supporting and simplifying the process of establishing a new site in the near future.

HPE was already one of three vendors to have solutions in the data center and through this engagement, it has replaced one of the other vendors, reducing the three-supplier line-up to two. This has reduced complexity and simplified administration.

Customers of Kapsch BusinessCom are now able to reap the full rewards of this concept. Separate, oversized data centers using only 50% of the available capacity are a thing of the past.

Customers can now access processing capacity from Kapsch whenever they need it—not in a few weeks’ time, but in minutes, and with the click of a mouse. All this, while maintaining complete control of data and costs.

Englert considers himself and Kapsch to be fit for the future: “The business outcome, rather than the infrastructure, will be the only thing that counts in the IT sector of the future. With HPE GreenLake, we’ve already got that covered,” he says. “Two years ago, we started working with HPE to open a new chapter in capacity management for our customers at earthDATAsafe. This is a success story for us and provides a rich seam for our customers in the IT gold rush.”

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