HPE Synergy enables Edafio to streamline delivery of hosted technology solutions

Composable infrastructure streamlines IT to accelerate response to clients

Industry
Managed services and Hybrid Cloud provider

Objective
Streamline provisioning and management of hosted technology solutions tailored to individual customer needs

Approach
Deploy HPE Synergy composable infrastructure to enable more flexibility and efficiency in responding to unpredictable hosted customer demands

IT matters
- Enabled IT to dynamically compose any kind of infrastructure for clients
- Streamlined IT processes with a 30:1 device management reduction
- Reduced staff needed to manage hardware by more than 60%

Business matters
- Reduced the time for delivering on client requests from weeks to hours
- Freed more time to strengthen client partnerships
- Gained competitive advantage by supporting premium and scalable service delivery

Consulting firm and cloud hosting provider, Edafio Technology Partners, accelerates delivery of premium technology solutions for its clients with HPE Synergy composable infrastructure, enabling IT to quickly build client-specific environments as needed while greatly simplifying IT management, freeing staff to focus on building lasting partnerships with clients.

Technology infrastructure today is central to running any kind of business, large or small. But no business wants to be consumed by managing it. They want to put their time and resources into innovation, customer or patient care, and growth. That's why small, medium, and enterprise-sized organizations turn to Edafio Technology Partners.

Edafio—a Greek word meaning “passage” or “pathway”—provides its clients with the guidance, expertise, and technology solutions to meet their business needs. Edafio handles all the technical details so businesses can focus on their core objectives. And what makes this firm stand out from many other managed services companies is its flexibility, adapting technology configurations to match each client’s unique requirements. However, this approach has traditionally been a major challenge for the firm.
“With many years as an HPE partner, we know we can trust the stability of their equipment. We see HPE Synergy as the next generation of blade technology. It brought us the ability to dynamically compose any kind of infrastructure we need internally or for a client without having to stop what we’re doing and provision tailor-made hardware.”

– Neal Fendley, Chief Information Officer, Edafio Technology Partners

**Composable infrastructure drives IT efficiency**

Today, **HPE Synergy** is the primary way Edafio delivers compute capacity for its own operation and for its clients, which span many industries such as healthcare, financial services, manufacturing, retail, and others. Through **HPE OneView**, the IT staff can create templates for deploying and redeploying compute environments as needed. HPE Synergy also makes it easy to expand capacity to a group of servers during heavy workload periods, and reclaim that capacity when the surge subsides.

Fendley points out that Edafio runs most of its IT infrastructure, including the HPE Synergy platform, in secure, compliant data centers some distance from the firm’s headquarters where the engineering team is located. This presents no problem for the team thanks to the composable infrastructure and easy, remote access through HPE OneView. “We can compose a client environment without having to touch the equipment. This ability to remotely compose and manage capacity is driving a lot of efficiency in IT and greatly reducing the time for delivering on client requests from a few weeks to a few hours.”
In conjunction with HPE Synergy, Edafio also uses HPE 3PAR StoreServ storage, which provides a mix of flash and disk storage for the firm’s diverse client-based and internal workload requirements.

“HPE 3PAR has been rock solid for us and a stable performer for quite some time,” notes Fendley. “It gives us the ability to move workloads between different tiers of storage, which is all part of having the flexibility we need to handle unexpected workload demands.”

In addition, Edafio takes advantage of Aruba switching to provide connectivity with HPE Synergy and throughout its internal operations, as well as the preferred networking solution for clients. “Aruba is pervasive,” Fendley remarks. “We believe Aruba provides a great value in our marketplace, so we use it in our data centers, on-premises for our customers, and in hybrid solutions that span our hosted private cloud and a customer’s site.”

**Infrastructure management software streamlines provisioning and control**

HPE OneView provides Fendley and his team with a single management interface for provisioning compute, storage, and networking all from a single set of templates. In fact, engineers don’t require any specialized training in HPE Synergy, HPE 3PAR, or Aruba due to the automation enabled through HPE OneView. Combined with the dense and efficient HPE Synergy composable infrastructure, this degree of unified and automated management has simplified Edafio’s IT operations, reducing the staff required to directly interact with the infrastructure by more than 60% and allowing more resources to focus on the strategic needs of the business and its clients.

Fendley comments, “We’ve streamlined our IT processes dramatically. For example, instead of managing 30 individual servers, we have one interface to manage the entire infrastructure. That’s effectively a 30:1 management reduction, which correlates to the amount of time we save.”

**Proactive operational support for uninterrupted customer services**

A vital part of maximizing the efficiency and value of the HPE infrastructure is ongoing IT operational services from HPE Pointnext. While Edafio has not had any technical problems with the HPE Synergy or HPE 3PAR equipment, HPE Proactive Care has been instrumental in helping IT avoid potential issues.

“HPE Proactive Care has been one of the most positive areas of our overall solution,” declares Fendley. “The HPE Pointnext team is always pleasant to deal with and responsive to our needs. The service has been as advertised.”

Fendley continues, recounting a specific example: “We recently received a field notice about a potential issue in the HPE Synergy infrastructure that had not yet caused us any problems. HPE Pointnext reached out to us proactively to schedule an update. By getting out in front of the issue we avoided a problem that might have negatively impacted our customers. We strive as a company to deliver ongoing excellence in service to our customers, and I’m pleased to be partnered with HPE Pointnext to help us live up to that high standard.”
“HPE Synergy allows us to provide a personalized premium solution for customers that need that white glove touch. That’s our competitive advantage. Being able to quickly and easily compose environments where and when I need them has given us much more time back so we can be good partners with our customers.”

– Neal Fendley, Chief Information Officer, Edafio Technology Partners

Customer at a glance

Solution
Composable infrastructure to run a hosted private cloud with multiple tenants

Hardware
• HPE Synergy
  – HPE Synergy 480 Compute Modules
  – HPE Synergy Composer
• HPE 3PAR StoreServ 8200 Storage
• Aruba 5400R zl2 Switch Series

Software
• HPE OneView
• Aruba Cloud Services Controller

HPE Pointnext services
• HPE Installation and Startup Services
• HPE Proactive Care

Delivering a premium customer experience

Edafio is focused on delivering a premium experience for its customers. And according to Fendley, that’s enabled largely by the premium hardware and services provided by HPE. Ultimately, it comes back to the operational efficiencies and flexibility of HPE Synergy that are driving ongoing IT and business success.

“HPE Synergy allows us to provide a personalized premium solution for customers that need that white glove touch,” Fendley affirms. “That’s our competitive advantage. Being able to quickly and easily compose environments where and when I need them has given us much more time back so we can be good partners with our customers.”

He concludes, “We’re a services-based company and the more efficiently we can deliver technology solutions the better it is for us, as well as our customers. That’s what HPE Synergy composable infrastructure and HPE Pointnext services enable us to do.”

Learn more at
HPE Composable Infrastructure
HPE Synergy

© Copyright 2018–2019 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

Intel Xeon and the Intel logo are trademarks of Intel Corporation in the U.S. and other countries. All other third-party marks are property of their respective owners.

a00059236ENW, March 2019, Rev. 1