



# AGNITIO ELEVATES CUSTOMER EXPERIENCE WITH INTELLIGENT STORAGE AS A SERVICE

Meets mission-critical customer demands with HPE

## Industry

IT service provider

## Objective

Deliver reliable, high-performance storage services with ease for hosted clients running mission-critical applications

## Approach

Deploy HPE Primera with HPE InfoSight to provide intelligent, highly available storage as a service for banks and other private and public customers

## IT matters

- Accelerates IT response to business demand deploying VMs in minutes
- Delivers 100% availability for mission-critical applications and services
- Provides predictive intelligence for IT to stay ahead of system issues

## Business matters

- Assures excellence in quality of experience for hosted clients
- Frees time for hosted clients to focus on their customer needs
- Strengthens Agnitio's competitive advantage as a trusted service provider



**IT service provider, Agnitio, delivers highly available mission-critical storage as a service to Sparebanken Sogn og Fjordane (SSF), one of the largest banks in Norway, and other high-profile customers. Focusing on solving business problems, not selling technology, Agnitio builds trust with customers in adopting its intelligent storage and predictive analytics solutions.**

**“We know we can rely on HPE if we ever need support. But HPE Primera is so easy to use and upgrade, we can do everything ourselves in very little time. It allows us to put more resources toward delivering the best customer experience possible.”**

– Geir Smedegård, Sales Manager, Agnitio AS

## Customer at a glance

### Solution

Mission-critical, intelligence-driven storage as a service

### Hardware

- HPE Primera
- HPE Synergy
- HPE StoreOnce

### Software

- HPE InfoSight
- Veeam Backup & Replication
- VMware vCenter®

### HPE Pointnext Services

HPE Proactive Care

Agnitio has won the trust of enterprises across Norway by focusing on a simple but effective strategy: understanding each customer’s unique business needs and responding with the right technical solution. That’s why, for two decades, Sparebanken Sogn og Fjordane (SSF) has relied on Agnitio to provide the IT infrastructure it needs to run mission-critical banking applications; today, it is fully managed and delivered as a service by Agnitio.

Geir Smedegård, Agnitio’s sales manager, says, “SSF know us—they know our people and the technical competence we bring. They trust us because we don’t try to sell them technology; we help them solve business problems.”

With Agnitio now managing SSF’s IT infrastructure, the bank’s IT team can spend more time on innovation serving the needs of their own customers. However, given SSF’s mission-critical workloads and growing demand from other customers, Agnitio needed to upgrade the underlying storage platform.

HPE Primera also complements the flexibility of SSF’s HPE Synergy Composable Infrastructure, providing VMware® integration that allows rapid provisioning of virtual machines (VMs). SSF’s IT team can simply use VMware to spin up new VMs directly on HPE Primera in minutes. This enables the bank to respond dynamically to changing business demands and new opportunities to enhance its customers’ banking experience. For data protection, Agnitio takes snapshots of VMs on HPE Primera and uses Veeam Backup & Replication to archive the VM images to HPE StoreOnce.

Another key benefit for Agnitio and its customers is the 100% availability guarantee with HPE Primera. It means worry-free storage for SSF and provides Agnitio with competitive advantage over other service providers. Agnitio also gains intelligence into the storage environment using HPE InfoSight.

Smedegård explains, “We use HPE InfoSight to monitor utilization, identify hot spots, and determine where we can make improvements to services for our customers. HPE InfoSight helps us stay ahead of issues and anticipate when capacity increases are needed.”

And when extra technical support is needed, Agnitio relies on HPE Proactive Care. Lien notes, “We have seen how the HPE team can proactively identify and resolve an issue before it becomes a problem. That helps us avoid any service disruptions for our customers.”

Smedegård concludes, “We know we can rely on HPE if we ever need support. But HPE Primera is so easy to use and upgrade, we can do everything ourselves in very little time. It allows us to put more resources toward delivering the best customer experience possible.”

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## DELIVERING THE BEST CUSTOMER EXPERIENCE POSSIBLE

A long-time HPE partner, Agnitio chose to upgrade from HPE 3PAR storage to HPE Primera to gain mission-critical performance and reliability with a simple on-demand experience for SSF and Agnitio’s other customers. Kristian Lien from Agnitio’s sales team comments, “One of the biggest reasons for choosing HPE Primera is how it makes mission-critical storage simple for us and our customers. We set up the system ourselves in half an hour.”



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