

Managed IT Services Provider Expands Offerings with Cisco



Executive Summary

- **Customer Name:** Netelligent
- **Industry:** IT Services Provider
- **Location:** St. Louis, Missouri
- **Number of Employees:** 70

Challenge

- Developing an integrated cloud to support desktop-as-a-service offering
- Boosting scalability and agility to meet changes in demand
- Eliminating downtime for superior business continuity

Solution

- Leveraged fully virtualized Cisco Unified Data Center environment to run cloud hosting Cisco desktop-as-a-service (DaaS) solution

Results

- Established highly competitive cloud-based virtual desktop-as-a-service offering with superior performance and manageability
- Enabled fast scaling with ability to add hundreds of virtual desktops in minutes
- Achieved 100 percent uptime for DaaS customers

Netelligent expands line of hosted and managed IT services with Cisco desktop-as-a-service solution.

Challenge

For the past 10 years, Netelligent has worked with companies to provide superior managed IT services. From fully managed services to hosted applications, email servers to IP telephony, Netelligent delivers the services that help customers keep their essential IT infrastructures running, without the costs and risk associated with in-house IT management.

Recently, Netelligent has responded to changes in the market by providing reliable cloud-based desktop-as-a-service (DaaS) solutions with its “Virtual Desktop Infrastructure as a Service” (VDIaaS) solution. Rather than investing in premise-based equipment, maintenance, and security for computers and data centers, companies can simply use cloud-based VDIaaS from Netelligent as a more agile and cost-effective alternative. “Our IT expertise and specialization enable us to provide top services more efficiently than our client companies can achieve on their own,” says Rick Chapman, co-founder and CTO at Netelligent. “This frees our clients to focus on core business activities.”

To deliver the best service for its customers, Netelligent wanted to provide the service over a true cloud environment. This approach meant a secure, high-performance solution optimized for multitenancy and virtualization. Easy manageability was desirable to help the company keep costs down for its customers. Also important was a highly scalable and agile infrastructure to improve the company’s ability to quickly add services and customers.

Netelligent has long been a Cisco partner, offering Cisco® voice and unified communications to its customers, but the company did not limit its search to Cisco solutions. “We evaluated



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– Rick Chapman
Co-Founder and CTO
Netelligent

about six different options, but in the end, the Cisco DaaS solution proved itself as the option with the integration and scalability we needed to serve our customers,” says Chapman.

Solution

Netelligent built its VDlaaS solution on the foundation of Cisco Unified Data Center solutions. The data centers in St. Louis, Denver, and Singapore contain chassis filled with Cisco Unified Computing System™ (UCS®) Blade Servers that offer maximum performance, scalability, and reliability. Because these UCS systems are the core of Netelligent’s various infrastructure-as-a-service (IaaS) solutions, the company needs the most memory and fastest processors possible.

For the network core, Netelligent deploys Cisco Nexus® 7000 Series Switches that integrate smoothly with UCS as part of the Cisco Unified Fabric. In addition to enterprise-ready performance and density, Nexus 7000 Switches are also designed for deployment of mission-critical networks, especially when virtualized. Support for virtual device contexts, which allow the Nexus switches to be virtualized at the device level, enables Netelligent to deliver high availability that includes rapid recovery and uninterrupted forwarding during a failover.

The fully validated and integrated Cisco environment serves as a powerful foundation for Netelligent’s VDlaaS solution. Rapid deployment and reliable performance help Netelligent expand with new desktops or services as quickly as customers need them. The Cisco context-aware infrastructure also includes embedded security with greater control over the cloud for business-critical applications and reliably secure desktops.

In addition to performing well for VDlaaS, the virtual Cisco Unified Data Center environment also gives Netelligent an advantage when hosting Cisco communication solutions. As a Cisco Hosted Collaboration Solution partner, Netelligent offers a range of Cisco communication and voice solutions that help the company differentiate itself from the competition.

Results

The Cisco environment makes hosting and managing its VDlaaS solution much easier for Netelligent while bringing cost and performance benefits to customers. As specialists working on virtual, hosted systems, Netelligent has skills and infrastructure already available, enabling it to work more efficiently. Customers working with Netelligent can achieve top-of-the-line performance and availability without the capital expenditures needed to achieve that level of operation on their own. Companies can refocus IT resources on developing applications that expand their services or improve efficiencies in their workflows.

DaaS significantly reduces management for customers, not just by eliminating the need to maintain and upgrade data center environments, but also by reducing the need to maintain and upgrade desktops. Any computer with an Internet connection can access the virtual desktop, and with much of the compute processing pushed to the Cisco environment in the data center, users’ desktops do not need powerful upgrades to run the latest applications.

“VDlaaS really helps our customers maximize their investment in existing systems,” says Chapman. “One customer was looking at upgrading their entire data center, plus their computers, and adding a disaster recovery environment. With virtual desktops as a service, the customer eliminated the need for risky investment and cut operations costs by 20 percent.”

Flexible cloud environments enable Netelligent to rapidly deploy services for customers. “With a physical environment, hosting companies need to order and install hardware to

Product List

Data Center Solutions

- Cisco Unified Computing System (UCS) Servers
- Cisco UCS B230 M2 Blade Servers
- Cisco UCS 6120XP Fabric Interconnects

Routing and Switching

- Cisco Nexus 7000 Series Switches
- Cisco Nexus 5000 Series Switches
- Cisco Nexus 1000V Series Switches
- Cisco 7600 Series Routers

Voice and IP Communications

- Cisco Unified Communications

Management

- Deskton Multi-tenant Platform delivering Desktops and Applications as a Service

Storage

- NetApp

up capacity. Cisco management makes deployment incredibly easy with high levels of automation for the virtual environment,” says Chapman. “We can add additional capacity in hours or scale out hundreds of desktops in minutes.”

With fast response from the Cisco DaaS solution, Netelligent can help customers deploy new services and expand capacity as needed. A customer opening a new call center, for example, will never need to wait for Netelligent’s services. Customers can move faster to better respond to market and business trends, making Netelligent a competitive choice for many.

Cisco virtual environments also boast maximum availability to keep customers operating. Customers using Cisco DaaS rely completely upon hosting providers for access to work in the cloud. If the data center were to shut down or fail for any reason, business could potentially come to a halt for some customers. With three data centers connected through the cloud, customers don’t need to worry about losing access to critical applications and desktops.

“Availability is a huge part of our business, not only to meet SLAs [service-level agreements], but also because we believe in providing our customers with the best service possible,” says Chapman. “With the Cisco environment, customers are achieving 100 percent uptime of our services. Cisco reliability is becoming a major differentiator for us.”

Next Steps

Many customers still work with traditional IT infrastructure arrangements and are just starting to consider cloud-based solutions. As more companies become aware of the cost and performance benefits of DaaS, Netelligent will continue to expand with its infrastructure based on Cisco solutions.

For More Information

To learn more about Netelligent, please visit: www.netelligent.com.

To learn more about Cisco Powered Cloud Solutions, please visit: www.cisco.com/go/spcloud.

To learn more about Cisco Validated Designs, please visit:

www.cisco.com/en/US/solutions/ns340/ns414/ns742/ns743/ns1050/desktop_services.html.

To find out more about Cisco Unified Data Center, please visit:

www.cisco.com/go/unifieddatacenter.

To find out more about Cisco Nexus, please visit: www.cisco.com/go/nexus.



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