



Australian IT Infrastructure Provider Maintains Long Commitment to Customer Service Excellence with VersaStack™ Solution

Executive Summary

Customer Name: Sundata
Industry: IT
Location: South Brisbane, Queensland Australia
Company size: 11-50 employees

Challenge

- Ability to adapt from supplying a traditional IT infrastructure to establishing relevance in the cloud landscape
- Achieve accelerated rate in deployment of client workloads
- Provide highly responsive and flexible IT infrastructure

Solution

The VersaStack™ Solution by Cisco and IBM:

- Cisco UCS® Integrated Infrastructure
- Cisco Unified Computing System™
- Cisco Nexus® Switches
- Cisco UCS Director
- IBM Storwize V5000
- IBM FlashSystem® V9000

Results

- Maintains long commitment to excellent customer service
- Accelerated business growth, with a decrease in risk levels

Sundata's new cloud infrastructure achieved its desired solution outcomes of accelerated business growth and lowered risk levels, made possible by VersaStack™ Solution by Cisco and IBM.

Business Challenge

Established in 1986, Sundata provides managed IT services, IT project services, infrastructure-as-a-service, contract IT resources and supply of IT products for midsized enterprises of over 50 staff, as well as governments and schools. "Our business model runs on a 'listen, respond and deliver' approach, which draws on our extensive, consultative experience of over 25 years in IT implementation, management and support. We chose to work by this model because we believe that it adds greater value to the business relationships we have with our clients," said Kon Kakani, Managing Director, Sundata.

However, in recent years, Sundata discovered that the IT landscape was shifting rapidly, due to evolving business needs, and ways to deliver technologies. Companies today are shifting their IT infrastructures away from hardware to software defined—from isolated resource silos to an integrated model. Some are turning to new offerings from the cloud. Analysts estimate that 78 percent of organisations are now consciously using hybrid cloud services¹.

¹ Cloud Industry Forum, Cloud Computing Now the Norm in a Predominantly Hybrid IT Market, 2016.





“The new solution has allowed us to capture more business opportunities that would not have been possible before. The ability to support the latest technologies puts us in a very competitive position with respect to meeting our clients’ requirements.”

– Kon Kakanis - Managing Director Sundata

In light of these new developments, Sundata realised that it had to reinvent itself, as well as its services, if it wanted to remain competitive. “IDC predicts that services such as consultancy and support services for infrastructure and software will grow at a CAGR of 22.7 percent. It would be extremely important for our business over the next few years to capitalise on this growing opportunity,” Kon said.

Sundata decided that it had to change the way it provides data centre services to its customers. Hence, it needed to ensure that its systems were not bogged down or restricted in any way that prevented them from fully adapting to a very diverse set of customer demands. The company also had to move towards an integrated architecture, in order to offer effective hybrid cloud services. “We always encounter time pressures when we migrate our clients from their legacy infrastructure. Over the course of these projects, we know that we need the flexibility of transferring data and workloads from point A to B quickly and seamlessly. This capability is something we need to be competitive,” Kon said.

Solution

In order for Sundata’s upgrade plan to succeed, the Sundata team decided that they needed a solution that could be easily managed, increase resource utilisation and resiliency, and scale their IT without additional cost.

Based on a longstanding business relationship with Cisco spanning 25 years, Sundata was confident that the industry leading vendor could provide it with a tailored solution that could meet its upgrade requirements. Sundata, working with Cisco experts, agreed on the VersaStack™ Solution by Cisco and IBM.

Designed by Cisco in conjunction with IBM, VersaStack delivers an integrated infrastructure solution optimised for big data, cloud and mobility deployments. It was built with Cisco’s UCS Integrated Infrastructure, consisting of Cisco Unified Computing System (UCS), Cisco 9000 Nexus switches, Cisco UCS Director and IBM Storwize storage systems.



VersaStack also uses Cisco Application Centric Infrastructure (ACI) to accelerate infrastructure configuration, providing Sundata with a more agile IT framework to build, deploy, secure and maintain client applications. It further comes with Cisco Intercloud Fabric Technology, which allows Sundata to move workloads between the different cloud models adopted by its clients.

“The combined capabilities of two industry leaders was exactly what Sundata needed: a solution that could support our commitment to customers, using the best technology to help them perform exceptionally,” Kon said.

The deployment of the solution went smoothly, thanks to the dedication of the Sundata deployment team. “As we were one of the earliest users of VersaStack, Sundata invested the time to skill up on the platform to ensure a successful implementation. The team took the extra effort to iron out as many issues as possible in the planning stage, to cover all grounds and pre-empt any possibilities of failure. As a result, the implementation was done and we went live in a matter of six weeks,” explained Kon.

“As our business Key Performance Indicator (KPI) is determined by how fast we sell or market the solutions to the clients, we are excited to have VersaStack help us continuously accelerate our services over the next few years. We are confident that this ‘Rolls-Royce’ solution will help us stand the test of time.”

– Kon Kakanis - Managing Director Sundata

Results :

Being a small business, Sundata is primarily concerned about achieving the outcome it wanted, enabling a high performing environment that is reliable, resilient and flexible, and facilitates the scaling of its service offerings with ease.

“We certainly believe we have achieved that in a way that satisfies us and our clients. The dual brand support of the solution improved our reputation in the market and sharpened our competitive advantage,” said Kon.

Unlocking opportunities for business growth

The shift from a traditional to modernised data centre has given Sundata the opportunity to now provide hybrid cloud computing as a service to its clients. “The new solution has allowed us to capture more business opportunities that would not have been possible before. The ability to support the latest technologies puts us in a very competitive position with respect to meeting our clients’ requirements,” said Kon.

Providing flexible IT service

The significant improvements in IT has translated into greater business agility. VersaStack enabled the creation of hybrid-cloud solutions that have helped improved computing, network and storage efficiencies by up to five times. This means that Sundata can respond to customer requests and provision IT resources more proactively.

Next Steps

Empowered by a platform to give its clients reliable and effective offerings, Sundata is ready to face a rapidly changing business environment. “As our business Key Performance Indicator (KPI) is determined by how fast we sell or market the solutions to the clients, we are excited to have VersaStack help us continuously accelerate our services over the next few years. We are confident that this ‘Rolls-Royce’ solution will help us stand the test of time,” said Kon.

Product List

Integrated Platform

- The VersaStack™ Solution
<http://www.cisco.com/c/en/us/solutions/data-center-virtualization/versastack-solution-cisco-ibm/index.html>
- Cisco UCS® Integrated Infrastructure
<http://www.cisco.com/c/en/us/solutions/data-center-virtualization/ucs-integrated-infrastructure/index.html>

Unified Infrastructure Management

- Cisco UCS Director
<http://www.cisco.com/c/en/us/products/servers-unified-computing/ucs-director/index.html>

Unified Computing

- Cisco Unified Computing System
<http://www.cisco.com/c/en/us/products/servers-unified-computing/index.html>

Switches

- Cisco Nexus® Switches
<http://www.cisco.com/c/en/us/products/switches/data-center-switches/index.html>
- Cisco MDS 9000 Family Switches
<http://www.cisco.com/c/en/us/products/storage-networking/mds-9000-series-multilayer-switches/index.html>

Storage

- IBM FlashSystem® V9000
<http://www-03.ibm.com/systems/storage/flash/v9000/>
- IBM Storwize V5000
http://www-03.ibm.com/systems/storage/disk/storwize_v5000/

The VersaStack Solution also includes the option:
IBM Storwize V7000
http://www-03.ibm.com/systems/storage/disk/storwize_v7000/



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