



Established in 2000, BrightCloud provides enterprise-grade managed and cloud-based services for various workloads focusing on Microsoft, VMware, and Citrix technology. BrightCloud now supports nearly 50 small and medium-sized businesses from its central operations center in the UK and three hosted data

centers.

## The Challenge: Simplify Storage Management and Optimize Performance

Prior to purchasing Tintri VMstore, BrightCloud had standard infrastructure based upon traditional Fibre Channel storage systems and HP rack-mounted servers. "We were spending far too much time managing all of the LUNs and volumes on those legacy storage systems," said Mark Curry, Technical Operations Manager at BrightCloud Technologies. "We had silos of infrastructure and information, and we had to send our admins to a lot of vendor training courses to be proficient on all of those solutions and management tools."

Troubleshooting and optimizing performance issues was also a challenge in the previous environment. "We had to do quite a bit of crude load-balancing, moving things around from one LUN to another to try and improve performance," said Andy Grover, Technical Director, BrightCloud Technologies. "It was a bit of an educated guess process to be honest, because the tools that we had didn't give us the visibility we needed to determine exactly where the issues were."

## The Solution: Tintri VMstore with Tintri Global Center

When it came time for an infrastructure refresh, BrightCloud decided to look at the latest offerings from hyper-converged infrastructure providers in addition to standard infrastructure solutions, and Tintri intelligent infrastructure. "I first saw Tintri VMstore at a VMware User Group event in the UK," Curry said. "I also watched a number of technical web sessions and was very impressed with the technology. VMstore has a much simpler approach to managing storage. Not having to deal with LUNs and volumes would be a huge benefit for our organization. Performance visibility was another key factor in our decision, along with the guarantee that no single VM will suffer due to the load of another."

"We ran a PoC on VMstore because we wanted to make sure that multiple heavy workloads would not affect each other," Grover said. "The systems performed beautifully, so we decided to go ahead with the purchase."

BrightCloud purchased VMstore with Tintri Global Center (TGC), and deployed them at separate data centers in an active-active configuration. (The standard version of TGC software is included with VMstore systems). Workloads now running on VMstore include the company's development and test environment, file/print/AD services; Web servers; Microsoft Exchange Server; Microsoft SharePoint; Microsoft SQL Server, and Citrix XenApp and XenDesktop deployments supporting over 8,000 users.

## The Results: Increased Visibility, Faster Performance, and Enhanced Automation

BrightCloud is using TGC to manage its storage environment. "We really like the overviews we get with TGC, and the key metrics are brilliant," Curry reported. "We can see real-time information on our IOPS, throughput, and latency. It's great that we can observe how individual VMs are performing. This is the first time we've had a single pane of glass management for our environment. We used to spend at least a half a day per week managing the legacy storage environment. With VMstore and TGC, there is essentially no storage management needed at all."

## Challenges

- BrightCloud was spending too much time managing storage LUNs and volumes. Lack of visibility also made it difficult to troubleshoot bottlenecks, optimize performance and plan storage capacity to meet business growth

## Solution

- Tintri VMstore T820 and T850 systems
- Tintri Global Center software

## Results

- Eliminated time-consuming storage-focused maintenance
- Improved performance; report run times reduced from 30 minutes to 2 minutes
- Increased visibility, enabling faster troubleshooting across the infrastructure
- Dramatically reduced power and overall data center space costs



Tintri Global Center is also helping BrightCloud troubleshoot performance issues. “Prior to using TGC, all issues had to be escalated to the correct member of our staff who had access to the legacy storage management tools and the advanced knowledge to use those systems,” Curry explained. “It used to take hours to get any usable statistics. Now, any member of our service team can look into Tintri Global Center and see VM-level metrics and historical trends in a matter of seconds.”

“As a manager, I can log into TGC with a read-only account and see everything I need,” noted Grover. “I was never allowed anywhere near the old storage management tools! With TGC, I have visibility into things I would have never seen before, without having to ask my team to run any reports for me.”

#### Faster Performance

“Our customers have been absolutely delighted with the performance increases they’ve seen on the VMstore platform,” Grover said. “One of our clients called to ask us if their report was working properly, because it used to take 30 minutes and it was now finishing in less than two minutes. They were sure it was broken!”

#### Smaller Footprint

BrightCloud’s legacy storage infrastructure filled up two full racks in the company data center and consumed 6 amps of power. By moving to VMstore, BrightCloud was able to eliminate an entire rack of infrastructure, saving over £1,200 per month in data center rackspace and associated power.

#### Tintri Support

“Tintri support has been fantastic,” Curry said. “They are always very quick to respond and keep me up-to-date on any cases or questions. To be honest, I very rarely need to talk to them, since most of the cases we have raised were during our initial adoption. Once we implemented VMstore, it just works.”

## Future Plans

BrightCloud is now planning to develop a new DR-as-a-service solution on VMstore. “We run small private clouds for our customers that have special needs, including particular performance requirements, restrictions on control, or on where they can store their data. We operate in hybrid mode with other cloud providers, to make use of the scale, volume, and cost efficiencies of the public cloud. Tintri VMstore is powering the internal clouds that we offer our clients, with all of the scalability and agility of a public cloud environment.”

Experience Different! For more information on how Tintri VMstore with Tintri Global Center can turbo-charge your business success through a simple, Intelligent Infrastructure, visit [tintri.com/vmstore](http://tintri.com/vmstore).

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*Andy Grover, Technical Director, BrightCloud Technologies*