

Bretagne Télécom has chosen to upgrade its traditional disk-based storage system to a new, high-performance and scalable all-flash system in order to guarantee its customers tailor-made quality services and flawless performance. The company has acquired two Pure Storage flash arrays on which it has migrated all its activities, enabling its teams to support customers on a daily basis by offering them solutions that are adapted to their environment and their needs.



BUSINESS TRANSFORMATION

Bretagne Télécom has considerably improved the performance of its services and reduced the latency and administration time of its storage. As a result, customer satisfaction has increased and the number of support ticket openings has been reduced by 65%.

GEO

France

INDUSTRY

Telecommunications

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Franck Truet, *Infrastructure Manager*

ALL-FLASH TECHNOLOGY: A NECESSITY TO IMPROVE PERFORMANCE

Bretagne Télécom, founded in 2005, is a national internet and cloud services operator that assists companies and IT Departments in outsourcing their information systems. With more than 10,000 network links deployed and 10,000 managed servers, the operator offers its 3,000 enterprise customers throughout France tailor-made secure solutions and local support through dedicated teams.

Since 2010, the activity of Bretagne Télécom was based on a traditional disk storage system that could no longer meet the continuous growth of its customers. “Our previous storage system in tiering mode became completely unsuitable for our hosting activity,” said Franck Truet, Infrastructure Manager of Bretagne Télécom. “Useful data, such as accounting information, was never found in the right third of the array, which systematically slowed down our customers’ production. Maintenance and backups were becoming time-consuming and required specific skills, not to mention the negative repercussions on customers. Our goal was to improve performance, including data access, without complicating the infrastructure. Our customers’ experience was as important as the one of our internal support team.”

During its search for a new storage solution, Bretagne Télécom was able to test Pure Storage arrays and compare them with other products on the market. “From the start, we were amazed by the responsiveness and efficiency of Pure Storage, which immediately offered to test its solutions with our customers in the form of a POC that lasted just over two months,” said Truet. “It is notably on this criterion of transparency that Pure Storage stood out from the other suppliers. We immediately noticed the improvement in terms of performance, latency and power of our storage, as well as the absence of technical difficulties during installation.”

For Bretagne Télécom, the flash technology was also a determining criterion in the choice of its new storage system, in order to solve the problems of slowness and breakdowns. “The VMware virtualization solutions we use are complex systems, so we needed to improve performance to provide our customers with a fast, quality backup and disaster recovery plan (DRP) service,” added Truet. “The choice of all-flash was essential.”

At the end of the POC, Bretagne Télécom acquired two replicated FlashArray//M20 arrays, on which all the company’s workloads were deployed (business applications, file servers, customer data, etc.).

COMPANY:

Bretagne Télécom
www.bretagne-telecom.com

USE CASE:

- VMware®

CHALLENGES:

- The disk-based storage system was unsuitable for the company's hosting business and required complex interventions
- The storage system's too-long latency slowed end-user activity.
- The company needed to meet the quality, speed, and performance requirements of corporate customers with a scalable solution.

IT TRANSFORMATION:

- Storage latency reduced by 50%.
- Data processing speed increased by 500%.
- The solution was simple to administer, requiring no heavy interventions and saving 7 hours per month on storage administration.

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“We migrated the storage of our entire business to Pure Storage,” said Truet. “In parallel, we are using a hybrid private cloud infrastructure with VMware and Veeam for data backup.”

IMPROVED CUSTOMER EXPERIENCE, SATISFIED INTERNAL TEAMS

The benefits of the new storage infrastructure have been felt very quickly internally and externally. The performance gain was noticed from the very first day by Bretagne Télécom customers, who said they were very satisfied with the significant improved speed of their data processing. “In backup, we were able to reduce by 50% the storage latency in our datacenter, and increase by 500% the data processing speed,” said Réda Belouizdad, Marketing and Communication Director. “This is a very important element for us. Enabling our customers to refocus on their core business and improve their productivity is one of our major objectives. So when we saw a 65% decrease in the number of support ticket openings, we had no doubt that we had made the right choice!”

From an administrative point of view, internal feedback is equally positive. “Thanks to the ease of installation and administration of the Pure Storage solution, our teams no longer need to worry about it and can concentrate on other more specific, higher value-added tasks that are not related to storage, such as customer supervision and satisfaction,” explained Truet. “We estimate that seven hours are saved each month on storage administration. Overall, our data center should gain six years of life thanks to Pure Storage.”

The space used by the storage system on the premises has also been reduced to one-fifth of the old solution, which will enable the operator to cope with the expected growth in its activity, particularly in terms of IT outsourcing.

“Pure Storage is a storage provider like no other thanks to the simplicity of administration and the remarkable performance of its arrays, a real guarantee of satisfaction for our customers,” concluded Truet. “Since 2017, Pure Storage solutions have allowed our dedicated teams to concentrate on their network supervision mission, without having to intervene on the arrays.”



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