

Novis, a leading service provider specialized in Hosting and Application Management Services for SAP Solutions in Latin America, improved its clients' satisfaction and operational margins by implementing Pure Storage® FlashArray™. While keeping data protection as the highest priority, Novis has been able to improve application response time by 2x and perform non-disruptive upgrades, allowing it to deliver consistent performance and service-level agreements.

**BUSINESS TRANSFORMATION**

Novis required a storage infrastructure that would allow it to deliver a consistent service to its customers by strengthening data protection and improving performance, while reducing data centers total cost of ownership. With FlashArray//M50, Novis has grown customer satisfaction and reduced its footprint.

REGION / COUNTRY

LATAM / Mexico

INDUSTRY

Technology

“Improving performance is an important duty, but it is not everything. It is critical to have a backup and disaster recovery strategy that allows us to provide our clients with a consistent service.”

Christian Marin,
Technology Deputy Director

NOVIS PROVIDES CLIENTS WITH A CONSISTENT SERVICE WITH PURE STORAGE ALL-FLASH STORAGE

Founded in 2001, Novis is a leading service provider specialized in Hosting and Application Management Services in Mexico, Chile and Peru. It offers life cycle of SAP systems, from implementation to evolutionary or corrective maintenance, operation and support, so that its clients obtain governance of their SAP solution. Throughout this journey, Novis has been a pioneer in service certification, not only in Chile, but also in Latin America, positioning them as the only company in the region with 6 SAP certifications. The company currently provides services to over 70 clients for more than 100 thousand users.

In 2017, Novis sought to reduce its total cost of ownership, while continuing to scale up its services, so it thought of adopting All-Flash Arrays that could contribute to data reduction and cut data center costs, including footprint, power and cooling.

Although Novis expected to improve performance, a key element when evaluating AFA solutions was its data protection features. “With data being organizations’ lifeblood, improving performance is an important duty, but it is not everything. It is critical to have a backup and disaster recovery strategy that allows us to provide our clients with a consistent service,” said Christian Marin, Technology Deputy Director at Novis.

NOVIS CHOOSES PURE STORAGE AFTER A RIGOROUS PROOF OF CONCEPT

In 2016, the Novis Technology and Architecture team developed a project for evaluating available AFA technologies in the market with the purpose of selecting the most suitable solution for its operations, having data protection functionality as the top priority. The project required the team to compare numerous vendors’ data protection features, data reduction ratios, performance, data migration strategies and total cost of ownership. Some additional criteria taken into consideration included vendor’s hardware and software support, proactive services, available support in Spanish and VMware integration.

At that point, Novis team considered it might design a multi-vendor solution to match its requirements.

COMPANY:

Novis
www.novis.mx

USE CASE:

- Database – Sybase® ASE, SAP® HANA®, IBM® DB6, Oracle®, Microsoft® SQL Server
- Virtualization – VMware® vSphere®

CHALLENGES:

- Improve data protection.
- Reduce data centers total cost of ownership.
- Strengthen its backup strategy, by having backup and disaster recovery in seconds through snapshots.
- Improve performance.

IT TRANSFORMATION:

- The company adopted a storage architecture with SAP Hana certification for a 2x improvement in application response time and a data reduction rate of 6:1.
- Mission-critical infrastructure offers 100% availability during the first year, with consistent latency under 1 millisecond, and recovery time in seconds through space-efficient snapshots and replication.
- Storage management is now simplified, freeing staff from time-consuming tasks.
- The company consolidated almost 1PB of storage in 19 rack units, reducing power consumption by 10x.
- Pure Evergreen™ Storage model enables non-disruptive storage capacity and performance upgrades.

Novis requested proof of concept from each vendor, for which it performed different tests emulating SAP environments. The company invited Pure Storage to take part in these tests. During the PoC the team not only evaluated AFA's performance, they also evaluated backups and snapshots. With their newfound understanding of the state of the market, Novis could clearly see Pure Storage's advantages.

"When we were finally able to see how SAP production environments operate within Pure Storage and the footprint reduction it offered, we ended up deciding we were going to migrate all of our clients to Pure Storage, which turned out to be a very agile process and provided relevant advantages," added Marin.

NOVIS IMPROVES APPLICATION RESPONSE TIME

After their first purchase, Novis witnessed how Pure Storage was helping it transform SAP services. It found that the new architecture delivered consistent performance and service-level agreements, its high availability made it reliable for mission-critical workloads and simplified maintenance and scalability. These advantages lead Novis to dismiss its original multi-vendor design. Instead it has continued to only acquire Pure Storage systems. Novis currently owns 5 arrays, on which it consolidates nearly 1PB in 19 rack units and has also reduced power consumption by 10x. In addition, the Pure Storage compression rate of 6:1 has contributed to cutting the total cost of ownership.

Novis was impressed by Pure Storage's flagship software, Purity, that provides space efficient snapshots and built-in replication, which are leveraged to provide a consistent end-to-end backup solution. Purity has been a decisive element that responded to Novis' challenge for strengthening its backup strategy.

After the Pure Storage implementation, Novis customers have witnessed significant response time improvements, allowing them to complete reports in minutes instead of hours. "As SAP systems are highly sensitive to changes in latency, keeping consistently under 1 millisecond has helped improve application response time for final users," Marin assured.

Pure's smart supply chain, consistency of delivery timelines, and quick orchestration capabilities has affected great efficiencies for Novis. "Pure's predictable performance, simplicity of management, and top-notch support have driven tangible benefits for our business. For example, we have been able to improve our infrastructure utilization and to onboard and expand customers more quickly," said Marin.

Finally, the Pure Evergreen™ Storage model has helped Novis keep an updated storage architecture that responds to their ever more demanding business imperatives, while eliminating traditional forklift upgrades. Additionally, eradicating the 5-year maintenance window means Novis does not have to negotiate with its clients and will allow it to keep its 100% uptime rate.



info@purestorage.com
www.purestorage.com/customers