PURESTORAGE®

Stichting Philadelphia is a non-profit foundation providing care and support to clients with intellectual disabilities. The foundation has 600 small-scale establishments in the Netherlands. When Stichting Philadelphia's data center was in urgent need of an upgrade, with regular outages of IT services and loss of productivity, the foundation opted for a complete upgrade. This upgrade included the flash storage systems from Pure Storage, for reliability, high performance and high availability. The new data center with the Pure Storage solution resulted in simplified management of the entire IT environment and substantially reduced IT management and maintenance costs.

Philadelphia

BUSINESS TRANSFORMATION

99.999% availability of IT services, higher performance of applications and quick snapshots of production, testing and acceptance environment has resulted in high productivity, and substantially lower IT management and maintenance costs.

GEO

Netherlands

INDUSTRY

Healthcare

"The quality and care that we provide to our clients is vastly improved by the upgraded IT environment and Pure Storage storage solutions."

Anja van Deijk, *director for Computerization and Automation at Stichting Philadelphia*

The Stichting Philadelphia care institution is a non-profit foundation located in Amersfoort providing three types of care and support to clients with intellectual disabilities: Care & Living, Intensive Care, and Work & Support. The foundation has 600 small-scale establishments around the country where 6,700 caregivers provide care for more than 8,000 clients. All of these establishments are supported by the head office located in Amersfoort in the province of Utrecht. A few years ago, Stichting Philadelphia's data center was in desperate need of an upgrade. Servers and IT services regularly went down, resulting in staff members being unable to perform their duties. Eventually, the entire data center was completely upgraded. This upgrade included the flash storage systems from Pure Storage, which provides reliable, high performance and high availability.

RECONFIGURING THE DATA CENTER

An in-house data center is responsible for the automation of Stichting Philadelphia, supporting their own electronic customer database (ECD), workplace automation, e-mail, etc. However, in 2011 it became clear that the IT service provided by the data center no longer possessed the necessary level of accessibility. The IT specialist company TIGIT, based in Arnhem, was tasked with the reconfiguration of the existing IT infrastructure for the production environment, which was a real challenge according to TIGIT's director Wim Berghuis.

Berghuis explains, "The Stichting Philadelphia data center had grown in the last few years. The IT environment consisted of the hardware and software of top-brands, yet the communication between the different components turned out not to function correctly. Eventually, the situation became unworkable." First, the data center was reconfigured by TIGIT. This new environment was functioning much better but did not achieve the required uptime of 99.999%. As a result, the decision was made to create an entirely new date center using many of the existing hardware components. One of the hardware manufacturers introduced Berghuis to Enterprise IT Solutions (EIS) in Almere. EIS is a specialist in data storage systems. With the help of EIS, the new data center was completed and operational within a very short space of time.

Following this, the decision was made to take the next step in the process: the completion of a complete alternate data center. According to Berghuis, "This backup plan initially consisted of purchasing new hardware and reinstalling the backups. This would have taken five to ten working days, resulting in a loss of productivity and significant costs.

COMPANY:

Stichting Philadelphia
www.philadelphia.nl

USE CASE:

• Datacenter modernization

CHALLENGES:

• Underperforming data center
• Fast evolving and growing
  IT landscape
• Need for high performing,
  reliable storage

IT TRANSFORMATION:

• Reliable, high performance, high
  availability and ease of management
• Quick snapshots of production, testing
  and acceptance environments
• Creation of a future-proof
  IT environment

Furthermore, in addition to improving the production environment, Stichting Philadelphia also wanted to enhance the performance levels of the testing and acceptance environments. As a result of the positive experience of working with EIS, they were brought back into the project. Because of the high demands being placed on the system, EIS suggested that the data storage systems of Pure Storage be used for the testing and acceptance environments, as well as for the alternate data center.

"WE BELIEVE IN THIS PRODUCT!"

Berghuis explains that this was an unusual direction to take for TIGIT and Stichting Philadelphia. "When we design and build an IT environment we always use tried and tested technology that we have had experience with. In this case, we were not yet familiar with the data storage systems from Pure Storage. But we trusted the EIS specialists. Their trust in this product was unshakable. In addition, the price/quality ratio quoted by Pure Storage was far better than that of systems offered by competing suppliers." The FA-420 storage solution from Pure Storage was installed for the alternate data center as well as for the testing and acceptance environments.

QUICK SNAPSHOTS FOR THE ACCEPTANCE ENVIRONMENT

The necessity for quick storage in the testing and acceptance environments stems from the need to be able to create more replicas of the production environment. According to Berghuis, "If something needs to be tested on the electronic customer database, for example, the relevant environment is rebuilt. This is done using snapshots. The creation of snapshots is a continuous process of building and breaking down and this needs to happen quickly. The storage systems of Pure Storage are perfectly capable of handling this process as a result of the excellent Purity software provided by Pure Storage. This software provides a highly effective data deduplication and compression which ensures the optimal usage of storage capacity."

The Pure Storage storage systems are living up to expectations. "Initially, we only used the Pure Storage systems for the testing and acceptance environments for regular day to day performance management. Everything has been operating perfectly so now we would like to expand our use of Pure Storage to the flash systems for the production environment as well. These flash storage systems are more compact and much faster, and they use far less power."

FUTURE-PROOF

It is the goal of Stichting Philadelphia to create a truly future-proof IT environment. This is a challenge, however, as the situations in the IT environment of Philadelphia are constantly changing. Berghuis explains, "The challenge is to create an environment that enables you to respond quickly to changing situations. For example, in 2011, 100 smart devices including smartphones and tablets were in use at Stichting Philadelphia. Now, this number grow to 1,500. The application landscape has also been completely replaced in the last four years and includes a new electronic customer database, a new planning package, new HRM software, and more. This can only be done in a stable environment. Thanks to the Pure Storage storage systems, the new environment has limitless expansion capabilities."

Anja van Deijk, the director for Computerization and Automation at Stichting Philadelphia, is happy with the new ICT environment and the storage solutions from Pure Storage. "The quality and care that we provide to our clients is vastly improved by the upgraded IT environment and Pure Storage storage solutions. This is a direct result of the improved

performance and reliability which enables our staff to have unlimited access to the applications and information that they need to perform their jobs. This upgrade has also simplified the management of the entire environment, which has had the added result of substantially reducing our management and maintenance costs."

EXPANSION

Following the increase in data volume, Stichting Philadelphia is expanding the Pure Storage FA-420, increasing the total storage capacity to 48 terabytes. Even though the need for storage capacity increases by about 10% to 15% each year, performance remains high and running smoothly.

Berghuis is very happy about working with EIS. "They always respond immediately to questions and are very proactive. EIS immediately sent us an early notification when one of the Pure Storage systems was getting full. They provide a solid basic plan that is supported by their extensive knowledge and experience. They also help us consider how we can optimally run our processes. Once, we even received a call from EIS on a Sunday, as someone there had noticed something unusual on our Pure Storage systems. They add extra value as a supplier and this inspires confidence."

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