The customer

A+ Technology Solutions, Inc., based in Bay Shore, New York, has grown from a research and development company focused on meeting the needs of the education market to an international provider of technology, security, and audio/visual solutions to Fortune 500 companies, major city schools, municipalities, and healthcare organizations. Always at the industry forefront, A+ Technology Solutions is dedicated to helping customers utilize state-of-the-art technology to maximize operational efficiencies. With the philosophy that it will not sell a product that it does not believe in or use itself, A+ Technology Solutions only partners with the industry's best, including Fujitsu. A long-time user of Fujitsu mobile devices, A+ Technology Solutions chose to upgrade its IT infrastructure using Fujitsu PRIMERGY blade servers and the Fujitsu ETERNUS storage system for enhanced reliability, performance, ease-of-use, and support.

The challenge

"We've worked with Fujitsu for a long time on the mobile side of the business and have always been a strong advocate of their solutions," said Steve Cina, director of marketing at A+ Technology Solutions. "We firmly believe that Fujitsu is the right solution for us and our clients.”

When the time came to upgrade its old server platform that consisted of 12 physical servers, the company immediately turned to Fujitsu. "We knew it was time to refresh our old technology and move to a blade solution. That, combined with our company-wide initiative to reduce energy consumption, made the timing right to transition to Fujitsu," added John Gonzales, senior engineer at A+ Technology Solutions.

The solution

A+ Technology Solutions installed the Fujitsu PRIMERGY® BX400 blade server running VMware™ virtualization software on the Microsoft® Windows Server® 2003 and up and Red Hat® Linux® Operating Systems. The environment has been configured to include two virtual blades that host 15 virtual servers each, and three standalone blades for backup, customer interfacing, and to act as a spare. The company runs Microsoft Exchange, Internet Information Services (IIS) for Windows®, internal access control and surveillance systems, a hosted video surveillance system, and all internal applications in the Fujitsu environment. A+ Technology Solutions also added a Fujitsu ETERNUS® DX80 disk storage system to run all of the company’s primary data on a day-to-day basis.
Fujitsu ETERNUS DX80 disk storage system to run all of the company's primary data on a day-to-day basis.

The benefit
Going green
As an industry leader, A+ Technology Solutions is always looking for new solutions that will help clients improve operational efficiencies, are cost-effective, and have a positive environmental impact. “In our own effort to reduce our environmental footprint and save costs, we recently installed solar panels at our state-of-the-art facility and installed the green PRIMERGY BX400 blade server to further reduce energy consumption,” said Cina. “We are always scouring the market to find new environmentally friendly technologies for our customers.” By replacing 12 physical servers with one Fujitsu PRIMERGY BX400 blade server, A+ Technology Solutions has not only reduced space in the data center that can now be used for new solutions, it has also achieved 25 percent energy cost savings in the first year. “We can actually have a conversation in the data center because we don’t have to run the air conditioning at full blast – a tell-tale sign that energy consumption has been lowered.”

Fujitsu helps the bottom line
According to Gonzales, the Fujitsu server and storage system deliver high-level availability and superior reliability. “Since we’ve had the Fujitsu infrastructure in place, we have had absolutely no downtime and zero issues, which is very impressive for a platform that runs 24x7 and is hit pretty hard,” noted Gonzales, who affirms that the Fujitsu platform has delivered a 100 percent improvement in performance and availability. “When we did host 12 servers, there was always something wrong with at least one of them once a week.”

Reliability is a critical requirement for most technology deployments. “At the end of the day, customers want a reliable solution. They want to know that they are going to get what they paid for and that the risk of failure is minimal,” added Cina. “We know from personal experience that Fujitsu delivers.” At the same time, less downtime also means cost savings for A+ Technology Solutions – both internally and from a customer service perspective. “The less time we are down overall, the more time we can be productive, serve our customers, and contribute to the bottom line.”

A+ Technology Solutions achieves further savings because the Fujitsu PRIMERGY server and ETERNUS storage system offer cost-effective scalability. “With the Fujitsu solution, we don’t have to buy additional servers for more processing power and then find real estate to house them, which helps us grow our business as efficiently as possible,” explained Gonzales. The Fujitsu PRIMERGY server platform also makes it easy for Gonzales to add applications on the fly to meet last-minute customer requests. “Sometimes my boss will ask me to put up an application like a video management system in short order for a customer demo. Using the Fujitsu server, I can add the application to a blade without impacting our production environment in less than 30 minutes – it used to take a whole day with our previous platform.” With such flexibility, A+ Technology Solutions is in a much better position to respond to last-minute customer needs to help grow the business.

Easy management and support
A+ Technology Solutions has been very pleased with the level of support received from Fujitsu to date. “The Fujitsu team delivers immediate responses to our questions and helped us work through any issues quickly during installation,” said Gonzales, who also really likes the reporting features and preventative alarms that are built into the PRIMERGY BX400 server, which alerted his team to potential customer issues. “It’s great when a product tells us about a customer problem before the customer notices. We can be much more proactive in our support efforts.” User-friendly, the PRIMERGY server and ETERNUS storage system were also very easy to set up. “Other solutions take a lot longer to configure.”

Working with one vendor for an end-to-end solution – from mobile devices to servers and storage – also simplifies system management and maintenance. “There is no finger pointing and less wasted time, which can kill profits pretty quickly,” commented Cina. “And if there are any issues, it’s just one phone call to get them solved.”

Less is more
A+ Technology Solutions has no plans to use any other server or storage solutions than those from Fujitsu. “The Fujitsu PRIMERGY server and ETERNUS storage system offer a high-performance, reliable, and environmentally-friendly solution in a small package that doesn’t take up much space,” concluded Cina. “When we bring customers to our state-of-the-art data center, they are surprised by how little equipment we actually have. It truly is a case of less is more.”

About Fujitsu America
Headquartered in Sunnyvale, Calif., Fujitsu America is a wholly owned subsidiary of Fujitsu Limited (TSE: 6702) committed to the design, development and delivery of advanced computer systems, application infrastructure software products, and managed services for the business enterprise. See http://solutions.us.fujitsu.com for further information.

Contact
FUJITSU America, Inc.
Address: 1250 E. Arques Ave, Sunnyvale, CA 94085
Phone: 1-800-FUJITSU
E-mail: channel@us.fujitsu.com
Website: http://solutions.us.fujitsu.com
2012-09-10 FAI-CM-Channel