

Help Ox Inc.

Introduction

This case study of HelpOx Inc. is based on an August 2019 survey of HPE SimpliVity customers by TechValidate, a 3rd-party research service.

Challenges

The business challenges that led the profiled company to evaluate and ultimately select HPE SimpliVity:

- Selected HPE SimpliVity because they had a data center migration or consolidation initiative.

Use Case

The key features and functionalities of HPE SimpliVity that the surveyed company uses:

- Uses HPE SimpliVity for the following:
 - Infrastructure modernization / technology refresh
 - Data center consolidation / private cloud
 - Production applications
 - Remote/branch offices (ROBO)
 - Backup, recovery, and disaster recovery
- Runs the following application types on HPE SimpliVity:
 - Microsoft SQL Server
 - Microsoft Exchange
 - Industry-specific application (911 system, healthcare application, legal case management, CAD/CAM)
 - ConnectWise
- Rates how valuable the following HPE SimpliVity capabilities were in the selection process:
 - HPE SimpliVity's reliability, serviceability, and availability, backed by a comprehensive warranty: extremely valuable
 - HPE SimpliVity's future-proof design: extremely valuable
 - HPE SimpliVity's pointnext service and support offerings: extremely valuable
 - HPE SimpliVity's flexible consumption and financing: extremely valuable

Company Profile

Company:
HelpOx Inc.

Company Size:
Medium Enterprise

Industry:
Computer Services

Results

The surveyed company achieved the following results with HPE SimpliVity:

- Improved performance by 50% to 75% since deploying HPE SimpliVity.
- Realized efficiency benefits for capacity savings of 100:1 to 200:1 since deploying HPE SimpliVity.
- Estimates how long it takes to deploy new workloads, including allocating compute and storage resources, and configuring data protection policies:
 - before using SimpliVity: 1 week -1 month
 - after using SimpliVity: up to 1 day
- Saw value in 1 to 3 months after the deployment of HPE SimpliVity.
- Rates how valuable the following HPE SimpliVity features were in the selection process:
 - integrated data protection: extremely valuable
 - inline dedupe/compression: extremely valuable
 - VM-centric management via vCenter: extremely valuable
 - hyperconverged infrastructure with HPE ProLiant DL380: extremely valuable
 - globally federated management: extremely valuable
- Rates their satisfaction based on their support experience based on how the outcome addressed their business need:
 - Support experience with initial deployment delivered by HPE (remote): very satisfied
 - Support experience with initial deployment delivered by HPE (onsite): very satisfied
 - Support experience with initial deployment delivered by a partner: very satisfied
 - Support experience with initial deployment delivered by a trained customer: very satisfied
 - Support experience with software upgrades (hypervisor and/or OmniStack s/w): very satisfied
 - Support experience with a majority of cases and incidents with HPE SimpliVity: very satisfied
 - Support experience relating to having easy access to knowledgebase, support portal, and forums: very satisfied