



One Hope United, a Non-Profit Organization, gained a virtualized network infrastructure, improved systems performance and data availability while reducing capital and operation expenses.

CHALLENGES

- Aging and failing IT Infrastructure
- Limited on-site technical staff
- Increasing redundancy and bandwidth issues
- Network downtime and limited access to business-critical applications, infrastructure, and data



BACKGROUND

SAGIN, LLC, a value-driven management consulting firm, helps clients advance their business performance through the implementation of innovative and sustainable strategic advisory and technical solutions. The company provides a wide range of services, from private equity to business process optimization, IT infrastructure and Cloud computing, to core industries, including business services, financial services and banking, public sector and non-profit organizations. SAGIN strives to help their clients meet or exceed their business objectives, faster.

Gaining popularity in the non-profit sector, SAGIN’s client, One Hope United, a child-centered, family-focused organization for foster care, clinical services, and early childhood development, was interested in Cloud services. One Hope United’s limited on-site technical staff looked to Cloud services to help alleviate the increasing technical and bandwidth issues it had been experiencing with its aging IT infrastructure.

THE CHALLENGE

With an antiquated infrastructure supporting 24x7 key business functions, One Hope was experiencing limited to virtually no network redundancy at many of its locations. With a slow and unreliable connection and several failed switches, One Hope was suffering from network downtime and loss of access to applications, infrastructure and data. By the time a One Hope location received spare parts from its vendor, the entire site could have been down for up to two business days, causing loss of data, time and increased expenses, thereby putting the company at risk of potential legal litigation. It was not an optimal way for One Hope to continue business operations with their data center.

Placing an added strain on One Hope was the fact that the majority of its hardware was nearing its end-of-life period. In order to keep business operating smoothly, One Hope would need to source and procure all new software and engage in new product leases or purchases, retrain and train staff on new technology, and recycle a significant amount of dated equipment - a costly capital expenditure for any organization, but particularly painful for a non-profit.

ONE HOPE UNITED CASE STUDY



In order to resolve these issues, One Hope turned to SAGIN for assistance in providing a new and reliable, outsourced computing infrastructure with a network configuration for all of its US-based sites. As a non-profit organization, any new IT infrastructure had to also conform to added regulatory and security requirements by February 2013.

Identifying that a Cloud environment would help reduce capital expenditures while providing them with state-of the-art technology, SAGIN turned to NEC and Cyber Innovation Labs (CIL) for a Cloud in a Vault™ (CiaV) solution to deliver the highest level of availability with a seamless integration process for One Hope.

SOLUTION

FLEXCloud - Cloud in a Vault

NEC partnered with CIL to deliver a fully integrated Cloud - the Cloud in a Vault™ (CiaV) solution. CiaV is a private cloud offering that combines NEC's Nblock™ integrated IT infrastructure with security, compliance and monitoring in a hosted environment. The solution enabled One Hope United to align business projects with infrastructure costs. This enabled the client to consume infrastructure as needed, grow the environment quickly and easily, while solely incurring monthly operational costs rather than capital expenses for equipment.

Maintained and managed inside of CIL's secure Micro Data Center Suite, One Hope's infrastructure became accessible by CIL personnel or via escorted client access, providing an ultra-secure environment for its data. NEC and CIL also provided support and infrastructure analysis to One Hope and SAGIN's IT personnel, via weekly client reviews.

To complete the CiaV solution, One Hope received a guarantee of 99.999% high-availability uptime backed by a real-dollar Service Level Agreement (SLA). This resulted in a 100% virtualized infrastructure with redundant switches, firewalls and VPNs at each of One Hope's 34 branches - elocations.

RESULTS

- Systems and data availability in a 24x7 environment with minimal downtime
- Reduced capital and operating expenses
- Redundant switches, firewalls, and Virtual Private Networks (VPNs) at all sites
- Virtualized infrastructure in a highly available configuration