ITpoint

Provides "IT as a Service" using System x servers

Overview

The need

ITpoint needs a solid, secure IT infrastructure to provide "IT as a Service," in the form of consultancy, planning, implementation and operation, to cross-industry clients.

The solution

ITpoint is using 14 System x3650 M4 servers with intelligent Intel® Xeon® processors, and two IBM® Storwize® V7000 storage systems

The benefit

In addition to providing clients savings equal to the salary of one IT employee, the company's reliable, redundant infrastructure helps cut clients' disaster-recovery costs in half.

Switzerland-based managed service provider ITpoint provides IT infrastructure solutions—consultancy, planning, implementation and operation—to a wide range of cross-industry clients. Clients can specify the service levels with ITpoint. The company handles the rest.

"We can become our clients' IT department," explains Remo Fleischli, sales manager for ITpoint. "We try to integrate our 'IT-as-a-Service' concept, leaving clients free to concentrate on their businesses."

Providing efficient and reliable IT infrastructure

Many companies are looking for a managed service provider that can eliminate the need for multiple IT staff, at a low total cost of ownership and operating expense.

Since ITpoint maintains the long-term IT knowledge and personnel redundancies required for continuous cloud services, clients receive outstanding platform stability and security without having to accept operational responsibility. The managed service provider enables clients to have seamless access to the latest technology, backed by personnel that know how to make the most of it.

Across its five Switzerland locations, ITpoint employs more than 60 people who function as clients' personal IT staff. "Our clients often want to use our 'IT-as-a-Service' infrastructure to offload their own IT problems," says Fleischli. "They want to implement cloud with people behind it who really care, who behave like their own staff. And that's what we do."

To provide dependable cloud services for its clients, ITpoint needed server and storage capabilities it could trust. When evaluating the multiple systems that would allow it to provide IT as a Service, ITpoint knew it could count on the highly flexible and reliable System x® platform.

Thanks to its System x infrastructure, ITpoint can provide its clients with the high performance of a reliable and secure IT environment with a centralized access point for added convenience. And, in addition to benefitting from higher availability, ITpoint clients are also experiencing lower costs. "We believe that our clients save 50 percent in IT costs," says Remo Fleischli, sales manager, ITpoint.

Fulfilling client needs for simplified IT

The ITpoint environment uses14 System x3650 M4 servers with intelligent Intel Xeon processors to provide the computing power it needs to run and support the IT-as-a-Service solutions it offers clients large and small. The company is also using two Storwize V7000 storage systems to provide a centralized data repository. To virtualize the environment, ITpoint is using VMware vSphere Enterprise Plus.

This enables ITpoint to offer two types of cloud services; it can act as a client's full IT department, or as a replication site for clients who want to keep their IT in house but replicate to their data centers to help ensure business continuity. "What we offer for these clients is more of a hybrid between a private cloud and a shared cloud," says Fleischli.

Above all, ITpoint clients can count on the support of this powerful, highly available infrastructure, which is located in two separate data centers to offer secure redundancy that most could not afford on their own. And IT point can count on its cloud platform to provide simple scalability and extreme reliability to help keep its own costs down.

Extending benefits to clients

Thanks to its infrastructure, ITpoint can provide approximately 30 clients with the high performance of a reliable and secure IT environment with a centralized access point for added convenience. In addition to benefitting from higher availability, ITpoint clients are also experiencing lower costs. For example, taking advantage of the availability and disaster-recovery benefits of the ITpoint data centers costs clients about half of what they might spend if they generated these services themselves.

And there's more. The highly responsive and efficient environment is helping IT point clients get more value from their technology budget—and focus their staff on more strategic activities. Fleischli explains, "We believe that our clients save 50 percent in IT costs. The main IT cost driver of a typical small business customer is to maintain knowledge with the necessary redundancy. By using our services, the costs for IT personnel shrink to zero because clients just need to have a 'super user' contact."

ITpoint is very pleased with the outcome. "The System x solution is stable and well-known by our engineers and supporters," says Fleischli.

Solution components

- System x3650 M4 with Intel® Xeon® processors
- IBM® Storwize® V7000

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>
> —Remo Fleischli, sales manager, ITpoint

For more information

To learn more about System x contact your Business Partner or visit: **lenovo.com**/servers

For more information about ITpoint, visit: http://www.itpoint.ch

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