

Transform the data center

Customer Solution Case Study



Customer: TrinityComputer.de
Website: www.trinitycomputer.de
Customer Size: 5 employees
Country or Region: Germany
Industry: Professional services—IT services

Customer Profile

TrinityComputer.de provides IT management and hosting services to small and midsize businesses across Germany. It is based in Detmold, Germany, and is a member of the Microsoft Partner Network.

Software and Services

- Microsoft Server Product Portfolio
 - Windows Server 2012 R2 Datacenter
 - Windows Server 2012 R2 Standard
 - Windows Server 2012 R2 Essentials
 - Microsoft System Center 2012 R2
- Technologies
 - Hyper-V

Hardware

- HP ProLiant DL385 G7 servers
- HP P2000 G3 SAS storage area networks
- HP D2700 SAS drive enclosures
- HP ProCurve 1810-24G switches

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IT Provider Gives SMB Customers Flexible Cloud Options, Lower Costs with Upgrade

“With Microsoft cloud software, we can run customer workloads wherever it makes the most sense—on customer premises or in our hosting facility. This gives us and our SMB customers tremendous flexibility.”

Oliver Sommer, Senior Consultant, TrinityComputer.de

To encourage more small and midsize customers to embrace cloud computing, TrinityComputer.de needed to build customer trust in the model. By upgrading to Windows Server 2012 R2 and Microsoft System Center 2012 R2, the German IT solution and hosting provider can provide flexible solutions that run at customer sites, in its data center, or both—all with better disaster recovery, 50 percent lower storage costs, and lower operational costs.

Business Needs

TrinityComputer.de provides technology guidance, management, and hosting services to small and midsize businesses in Germany. Most of its customers have heard about cloud computing and hosted IT services and like the flexibility and cost savings that such models provide. But they are hesitant to entrust their data to large hosting providers for fear of losing control.

“Many customers are not comfortable putting their data in a public cloud where it will reside outside Germany,” says Oliver Sommer, Senior Consultant at TrinityComputer.de. “The reality is that their data would often be more secure

running off-premises, where it would run on a more resilient hosting infrastructure.” If a flood, fire, or other natural disaster destroyed their office, smaller businesses often cannot recover.

Exacerbating the problem is the fact that data is growing for nearly all businesses with the increased use of media files. Even a small business can easily accumulate terabytes of data, which cannot effectively be backed up using tape and other traditional means. “Backing up data offsite and hosting certain applications offsite would be safer and more cost-effective for small businesses,” Sommer says. “We needed to find a way to encourage our

customers to embrace cloud computing with trust and confidence.”

Solution

TrinityComputer.de already ran the Windows Server 2012 Datacenter operating system in its data center, where it hosted customer solutions, and recommended the Windows Server 2012 Datacenter, Standard, or Essentials operating systems to customers that had on-premises servers. To offer the most up-to-date capabilities, TrinityComputer.de recently upgraded its data center to Windows Server 2012 R2 Datacenter, which provides enhancements in multitenancy (multiple customers sharing the same hardware and software infrastructure), disaster recovery, storage efficiency, and many other areas. It also upgraded to Microsoft System Center 2012 R2, which enables TrinityComputer.de to offer better multitenant management, tenant-level usage metering, and chargeback capabilities.

With Windows Server 2012 R2, TrinityComputer.de has more flexibility in running customer workloads where it makes the most sense. A customer can host its entire IT environment with TrinityComputer.de or run it all on-premises, with the hosting provider providing remote management. Or customers can host some applications in the TrinityComputer.de data center and run others on-premises. Both customers and TrinityComputer.de can use the Hyper-V technology in Windows Server 2012 Datacenter and Standard to create multiple virtual machines within a single physical server.

In the event of a service outage at a customer site, TrinityComputer.de can use enhancements to the Hyper-V Replica feature in Windows Server 2012 R2 to replicate virtual machines running in the customer’s on-premises servers to servers in both the TrinityComputer.de hosting data center and its office. TrinityComputer.de can failover production servers to the replica

servers in a matter of minutes to very quickly restore service to customers.

TrinityComputer.de is also using Storage Spaces functionality in Windows Server 2012 R2 to lower storage costs. Storage Spaces is a storage virtualization technology that enables the use of industry-standard hard drives to provide great storage performance and reliability at lower cost than traditional storage solutions, and also to simplify storage management.

Windows Server 2012 R2 Standard and Datacenter also introduce the Windows Server Essentials Experience role, a feature that lets TrinityComputer.de customers take advantage of features in Windows Server 2012 R2 Essentials that many small and midsize businesses like—such as centralized and automated client computer backup, simplified remote access to files and data, an IT management dashboard, and support for more users—that previous versions of the Standard and Datacenter editions didn’t have.

TrinityComputer.de runs Windows Server 2012 R2 Datacenter on two 2-node Hyper-V clusters containing about 40 virtual machines, and on standalone backup and maintenance servers. It uses HP servers, storage, and switches.

Benefits

By upgrading its server operating system, TrinityComputer.de is able to deliver more flexible cloud computing options to SMB customers, better protect data, lower costs, and increase its business.

More Flexibility with Cloud Computing

By taking advantage of the Windows Server 2012 R2 enhancements in disaster recovery, storage, and management, TrinityComputer.de can deliver more flexible cloud computing options to customers. “With Microsoft cloud software, we can run customer workloads wherever it makes the most sense—on customer

premises or in our hosting facility,” Sommer says. “This gives us and our SMB customers tremendous flexibility.” Customers who need to keep data onsite to comply with data security regulations can run applications on-premises and have TrinityComputer.de manage the servers. Customers who need high scalability and low costs can have applications hosted through the hosting provider.

Greater Peace of Mind

TrinityComputer.de can now deliver stronger, more affordable disaster recovery services for customers. “We can move customer workloads from the customer site to our facility in the event of a disaster at their office,” Sommer says. “The multisite replication capability of Hyper-V lets us deliver rock-solid backup solutions to our customers, which helps us and our customers sleep better at night.”

Storage Costs 50 Percent Lower

By taking advantage of Storage Spaces, TrinityComputer.de can dramatically reduce storage costs. “We can deliver rock-solid backup solutions and reduce the cost of storage by 50 percent,” Sommer says. Several TrinityComputer.de customers have data stores ranging up to 6 terabytes—too much for a tape backup solution. By using Storage Spaces, TrinityComputer.de can give these customers low-cost storage volumes.

Business Growth Opportunities

The latest Microsoft cloud software helps TrinityComputer.de deliver better solutions to its existing customers and expand its business. “The multitenancy improvements in Windows Server 2012 R2 and System Center 2012 R2 will let us increase virtual machine density and simplify management, which will reduce costs,” Sommer says. “The wider range of cloud computing options will help us expand our business with new services that give small businesses enterprise-caliber capabilities.”