KLIKON Solutions adds high quality cloud computing to its IT services client offering

Klikon solutions

> "We were determined to build our own cloud computing infrastructure. Our engineers thoroughly analysed the market offerings and many failed to impress. The quality and cost effectiveness of the HP storage solution was a stand out. Our confident message now to clients is simple: Jump On Board."
>
> —David Abouhaidar, director, KLIKON Solutions

Objective

To offer cloud computing as part of its managed business services portfolio to clients

Approach

Determined to offer a first class cloud computing infrastructure capability to its client base, KLIKON conducted a rigorous research and analysis of the market for more than 18 months

IT improvements

- Established secondary data centre
- Achieved business continuity with 100 per cent redundancy
- Assured of HP support across the end to end solution

Business benefits

- Achieved goal of adding cloud computing to its services portfolio
- Met its cost targets in achieving a robust cloud computing platform
- Well positioned to meet growing client appetite for cloud computing
- Removed the IT cost ownership burden from clients
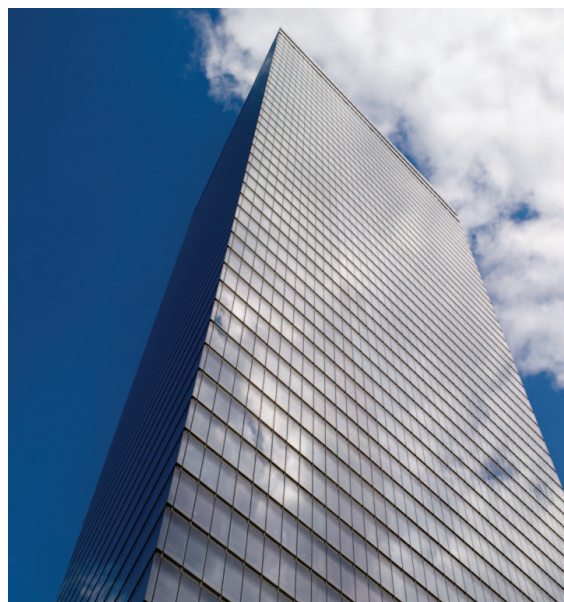
KLIKON Solutions is an Australia-wide organisation specialising in the design, implementation and management of IT systems. The company goes beyond the traditional managed service provider format in delivering remote management of mission-critical services, managing infrastructure, networking and security. It caters for the business needs of a client base that crosses industry sectors as diverse as aerospace, financial services, health care, manufacturing and retail.

KLIKON follows through on a thorough review of a client's business and technical needs with a well established partner model that implements infrastructure services, network and security solutions. KLIKON also provides a strong procurement capability based on rigorous quoting, delivery and invoicing.

A number of KLIKON clients estimate that up to 80 per cent of their IT budgets can be consumed by ongoing maintenance of systems. In response, KLIKON provides a range of tailored managed business services solutions to meet both clients' front and back office needs.

Taking the cloud opportunity

In early 2011 the company took some key steps to address the issue of cloud computing. KLIKON director, David Abouhaidar remembers: "It was not so much an issue, as an opportunity for our business. The desire to work more within the cloud was being driven internally by our IT engineers and specialists. At the same time we were aware of the increasing appetite for cloud based services from our large client base.

"Our philosophy is that managed services should extend beyond the traditional provision of metrics and narrow technological focus. We integrate the technologies, resources and processes that make up the services upon which a client's business relies. It can be anything from email and internet connectivity to sophisticated enterprise management systems."

Feedback from clients revealed a concern about their in-house cost of handling cloud computing infrastructure. Their troubling question: what would they get for the money against the value of completely outsourcing the cloud management?

Dissecting the cloud's merits

KLIKON spent 18 months devising, researching and executing its cloud based services vision. David Abouhaidar says: "We witnessed a great deal of hype about the cloud computing phenomenon. We saw examples of cloud infrastructures in place with cheap links on the backend. We learnt of resellers claiming to offer a cloud solution, but really they were simply on-selling someone else's box. We wanted it to be our cloud. We wanted to deliver the best quality cloud offering in our managed business services portfolio.

"There was a heated debate within our professional services team of six engineers as they dissected the merits of cloud platform infrastructure. The cloud computing landscape seemed to be in constant motion, for us just as much as for our client base.

"In getting a solution into the marketplace we were determined to get it right. Our research covered a number of Tier One vendors because we wanted to make sure our cloud offering had the optimum structure."

Robust quality competitively priced

David Abouhaidar says the company chose HP for several reasons: "We saw HP as a quality technology provider with a robust end-to-end solution. Its proven hardware is top notch and very competitively priced. In our opinion the HP BladeSystem c7000 Enclosure delivers a powerful IT infrastructure. It consolidates server, storage, network, power and management capabilities into a data centre within a box.

KLIKON has two data centres with each c7000 enclosure holding 16 HP ProLiant BL490c server blades. "Business continuity is critical for us. We must have 100 per cent redundancy. So if any malfunction occurs in our primary data centre we can data switch to our secondary data centre."

Storage for KLIKON's virtualised environments is supplied by HP LeftHand P4500. The shared storage enables cost effective high availability. The company is able to achieve scalable performance making configuration changes with no disruption to operations. It uses the HP Insight Control software as a monitoring diagnostic tool to optimise the IT infrastructure.

Its new cloud platform has given the company an integrated and flexible storage solution which it expects to underpin its future growth. David Abouhaidar talks about the positive feedback KLIKON is receiving from its clients: "They are enjoying the luxury of not having to own a cloud platform themselves. Instead of bearing the cost of refreshing their ageing equipment they stay right up to speed and simply lease it through us. Clients tell us that they save time, money and avoid the headache of a system falling over.

"In turn we are enjoying the knowledge that if a problem occurs, one phone call to HP Services and we are covered across the entire solution. It's very comfortable to know our cloud has that extra silver lining," David Abouhaidar concludes.

Customer solution at a glance

Primary applications
Cloud computing infrastructure as a service

Primary hardware
- HP ProLiant BladeSystem c7000 Enclosure
- HP ProLiant BL490c G7 Server Blade
- HP LeftHand P4500 Storage

HP software
- HP Insight Control

For more information

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