Hewlett Packard Enterprise

Private cloud provides foundation for success

WIND Telecom, S.A. looks to HPE Helion CloudSystem to help simplify, scale, and grow well into the future

"Given our many requirements, the clear upgrade path, the good value, and to a large extent the history that we've had with HPE, we felt very confident continuing with HPE as our preferred cloud provider."

– Benhail Acosta, CIO, WIND Telecom, S.A.

Objective

Use cloud technology to boost service levels, expand into new service areas, and facilitate growth.

Approach

WIND Telecom embarks on a complete technology refresh—with Hewlett Packard Enterprise Helion CloudSystem at the helm—to spur growth and high availability.

IT Matters

- Upgraded legacy infrastructure to HPE Converged Infrastructure

- Migrated critical workloads, including OSS/BSS, to a new cloud platform

- Met business continuity mandates with five 9s of availability

- Simplified operations and management through virtualization and HPE OneView

Business Matters

- Enhanced existing end-user services and service levels

- Scaled company's infrastructure to accommodate other business units

- Laid the groundwork for potential expansion into Infrastructure as a Service (IaaS)

- Created a foundation that will enable future expansion and growth

WIND *telecom*

Case study
WIND Telecom

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Business seeks continued growth—in the cloud

In just seven years of operation, WIND Telecom, S.A., a Santo Domingo-based telecommunications service provider, has seen tremendous growth. The company services nearly 80 percent of the Dominican Republic's urban and rural population, providing integrated Internet, digital TV, and advanced IP services to residential and commercial customers alike. It boasts leading-edge WiMAX broadband for higher speeds and broad coverage. The company recently launched a new 4G LTE wireless network. Aware that a technology refresh was imminent, WIND Telecom decided that it must also move to the cloud if it wanted to improve service delivery, spur new and innovative customer services—including IT as a Service (ITaaS), and facilitate dynamic business growth.

Infrastructure limitations impede expansion

With WIND Telecom's rapid expansion also came some growing pains, in the form of hardware limitations. While pleased with its original HPE infrastructure, the company recognized that over time, its environment had become siloed, and it was beginning to restrict the company's capacity for further growth. "We had very different technologies that we needed to manage and support through all of the stages of the product lifecycle," says Benhail Acosta, CIO at WIND Telecom. The company was looking for technology, "that would let us virtualize and manage one single hardware platform, so that we'd have the freedom to focus on operations." In addition to automation and simplification, the company wanted a solution that was agile and resilient, could accommodate a broad range of applications, scale easily today, and still enable future growth.

Timing proves essential

To meet these important requirements, WIND Telecom chose HPE Helion CloudSystem, HPE ConvergedSystem for Cloud, HPE OneView, and HPE StoreOnce Backup as the backbone for its new converged cloud infrastructure. According to Acosta, "We needed to have a platform on which to deploy very quickly." With the new LTE network, in addition to WiMAX, it needed more computing resources immediately. Acosta wanted HPE Helion CloudSystem to handle much of the provisioning tied to the new LTE network and the company's OSS/BSS platform upgrade, consisting of an operating environment of Red Hat Enterprise Linux 6.5, VMware, and Microsoft® Windows® Server™ 2012. He adds, "We also wanted to move our ERP, SAP, business intelligence, and other resources in parallel with the new HPE CloudSystem deployment."

WIND Telecom didn't do it alone. Acosta says that he and his team relied on HPE Technology Services to help define proper sizing. Consultants also provided advice on the right tools and the migration path WIND Telecom should take as it worked to phase out its legacy infrastructure. "As we are moving away from traditional IT to IaaS," Acosta says, "we are also looking for a partnership to provide expertise and insight on global trends and the best approach to take moving forward."

WIND Telecom improves and grows its service offering

Acosta admits that he and his team had high expectations for the company's new system. In addition to being able to enhance end-user services, achieve five nines availability, and potentially enter the arena of IaaS, Acosta says, "We wanted to be sure we were working with best-in-class equipment that would enable growth today and sustain that growth into the future."

Customer at a glance

HPE Helion Cloud solution
- Private cloud

Hardware
- HPE ConvergedSystem 700x for Cloud

Software
- HPE CloudSystem Matrix
- HPE Cloud Service Automation (CSA)
- HPE OneView
- HPE StoreOnce Backup

With its private cloud, WIND Telecom has already experienced major growth in terms of the company's capacity, performance, and processing power requirements. It has nearly completed its migration, and soon the company will completely phase out its former platform. By the middle of 2015, WIND Telecom intends to add IaaS to its partner offering.

Why HPE Helion

Just as WIND Telecom had many requirements for its private cloud, it expected even more from its cloud provider. At the heart, the company wanted technology that would enable it to do more while still maintaining a small, well-qualified staff. It spent a good six months evaluating and comparing various solutions from HPE, EMC, Cisco, and others. In the end, it decided that the HPE solution would best meet its needs. "Given our many requirements, the clear upgrade path, the good value, and to a large extent the history that we've had with HPE," says Acosta, "we felt very confident continuing with HPE as our preferred cloud provider."

A visit to the HPE Executive Briefing Center in Palo Alto also helped solidify WIND Telecom's decision to go with HPE. There Acosta learned more about HPE Helion, HP's future roadmap, and its vision with regard to OpenStack. Admittedly, Acosta is intrigued by HPE OpenStack and its potential. "We are always looking for ways to expedite processes, make them easier, make them less error prone, and find ways to integrate new tools with the tools we have to provide faster services to our customers." He adds, "We now have a taste of what's possible [with OpenStack]."

In all, HPE was able to offer the trusted partnership, winning strategies, and proven solutions that are taking WIND Telecom to new heights in the realm of cloud computing.

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