

## City Of Biddeford

### Introduction

This case study of City of Biddeford is based on a January 2019 survey of HC3 customers by TechValidate, a 3rd-party research service.



“The ease of use has freed up valuable time.”

### Challenges

The business challenges that led the profiled organization to evaluate and ultimately select HC3:

- Solved the following operational challenges after deploying HC3:
  - Enabled virtualization without complexity
  - Reduced time spent managing Infrastructure
  - Improved disaster recovery
  - Solved single vendor support of Infrastructure
  - Reduced IT operating costs
- Purchased their HC3 system for the following reasons:
  - For Infrastructure Refresh (replacing aging hardware)

#### Organization Profile

Organization:  
**City of Biddeford**

Organization Size:  
**State & Local**

Industry:  
**Government**

#### About HC3

Scale Computing integrates storage, servers, and virtualization software into an all-in-one appliance based system that is scalable, self-healing and as easy to manage as a single server.

### Use Case

- Purchased HC3 over the following vendors:
  - Hypervisor – VMware
  - Nutanix
  - Simplivity
  - VxRail
- Has 2 IT personnel responsible for infrastructure.
- Runs 25-49 Virtual Machines on HC3.

### Results

The surveyed organization achieved the following results with HC3:

- Rated the following HC3 capabilities in terms of how they differentiated from the competition:
  - Single vendor support: extremely differentiated
  - Scalability: very differentiated
  - Reliability: very differentiated
  - Ease of implementation: extremely differentiated
  - Ease of use: very differentiated
- Sees the following as the biggest benefits of Scale Computing HC3:
  - Ease of use
  - Single vendor support
- Decreased the time spent recovering from a hardware failure running a critical workload not at all with the high availability built into HC3.
- Reduced the time their IT staff spends managing infrastructure by 25-49% after deploying HC3.

Source: Jerry Gerlach, IT Director, City of Biddeford