City Of Ellsworth, Maine

Introduction

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

> **"** HC3's ease of use and Scale's knowledgeable support team has allowed our two-person IT team to focus our efforts where they really make a difference in moving our municipality forward."

Challenges

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

- Solved the following operational challenges after deploying HC3:
  - Reduced time spent managing Infrastructure
  - Improved availability of critical workloads
  - Improved scalability of Infrastructure
  - Improved disaster recovery
  - Solved single vendor support of Infrastructure
- Purchased their HC3 system for the following reasons:
  - For Infrastructure Refresh (replacing aging hardware)
  - To support business growth expectations or new business initiatives

Organization Profile

Organization:
City of Ellsworth, Maine

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
  - Dell Servers / SAN
  - Nutanix
  - Simplivity
- 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: very differentiated
  - Scalability: very differentiated
  - Reliability: 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
  - Ease and speed of implementation
  - High availability of Virtual Machines
  - Reliability
  - Scalability
  - Single vendor support
- Decreased the time spent recovering from a hardware failure running a critical workload from 8-24 hours to less than 10 minutes (97-99% reduction in recovery time) with the high availability built into HC3.
- Reduced the time their IT staff spends managing infrastructure by 10-24% after deploying HC3.

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