HC3 CASE STUDY

Dispatch Center Ltd

Introduction

This case study of Dispatch Center Ltd is based on a July 2019 survey of HC3 customers by TechValidate, a 3rd-party research service.

> "HC3 greatly improved performance and reliability of our virtual machines."

Challenges

The business challenges that led the profiled company 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

Purchased their HC3 system for the following reasons:

- To support higher uptime SLAs for critical workloads
- To support business growth expectations or new business initiatives

Purchased HC3 over the following vendors:

- Hypervisor – VMware
- Dell Servers / SAN

Use Case

- Has 3 IT personnel responsible for infrastructure.
- Runs 10-24 Virtual Machines on HC3.

Company Profile

Company:
Dispatch Center Ltd

Company Size:
Small Business

Industry:
Security Products & Services

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.

Results

The surveyed company 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: very differentiated
- Ease of implementation: extremely differentiated
- Ease of use: extremely differentiated

Sees the following as the biggest benefits of Scale Computing HC3:

- Ease and speed of implementation
- High availability of Virtual Machines
- Scalability

Decreased the time spent recovering from a hardware failure running a critical workload from 1-8 hours to less than 10 minutes (83-97% reduction in recovery time) with the high availability built into HC3.

Reduced the time their IT staff spends managing infrastructure by 50-74% after deploying HC3.

Source: Justin Biemer, Manager, Dispatch Center Ltd

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