

CUSTOMER PROFILE



Mobistar

EMC helps telecommunications company consolidate data centers and serve customers more efficiently

Mobistar—part of the France Telecom group—is one of the key companies in the Belgian and Luxembourg telecommunications market. With approximately 1,400 employees, Mobistar’s offerings include mobile and fixed telephony and ADSL for both the residential and the professional market.

Challenges

- House data centers in more suitable, properly functioning locations
- Consolidate servers and storage
- Lower IT costs

Solution

- EMC Symmetrix DMX systems and SRDF software
- EMC Global Services
- VMware

Key benefits

- Non-disruptive migration using SRDF software
- Substantially lower costs for leasing, cooling, and electricity in new data centers
- Less-critical applications or information can be housed on less-expensive technology

Streamlining data centers

Mobistar’s IT organization plays a strategic role in the operation of its business. Mobistar was running its IT operations in three data centers, two of which were leased. After reviewing the current state of the existing data centers, Mobistar decided to make some changes to its data center strategy. The data center it owned was located in an office building which did not provide the security, cooling, electricity, and floor space needed for a properly functioning data center. Moreover, the two leased data center locations needed to be vacated. Because of these circumstances, Mobistar decided to streamline its data centers and move them to more suitable locations.

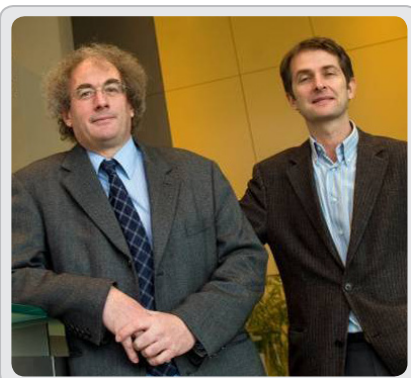
Mobistar teams with EMC for a smooth, well planned move

Mobistar used the move as an opportunity to optimize the infrastructure of its data centers and consolidate the servers and storage. EMC® Global Services supervised the extensive project. “EMC has been an IT partner since 1996, so they know everything about our environment and applications,” says IT Infrastructure Delivery Manager Michel Dussart. “Moreover, it turned out EMC was able to use their SRDF software during the migration to avoid any disruption. They also scored well on the price-quality ratio, and they were able to present references from other telecom companies.”

EMC developed the tools necessary to make an inventory of the cabling, determine the positioning in the racks, and develop an inventory of all the servers. EMC also worked with its partners to disconnect and physically move the servers. On Mobistar’s side, a team was assembled with people responsible for the applications and system engineers and business people to do all the planning. The team came together every week to review the progress.

“For the move, we used EMC’s experience in the area of server consolidation by virtualization,” says Dussart. “VMware® helped us replace many physical Microsoft® Windows and Linux servers with virtual systems. We now have about 565 servers in total, on which the entire Mobistar IT runs—from the invoicing and customer activation to the data warehouse, the ERP system, and the call center applications. IT is the heart of our organization.

“This major move happened within a few months—and thanks to EMC SRDF®—with a very limited impact on our staff and our customers. It was a nerve-racking project because some applications absolutely could not fail. Before the move, we made all the critical applications available in the new data center which had already been equipped with a redundant infrastructure. The less-critical technology—such as test environments—was briefly switched off and moved in a weekend.”



Optimal data-center operation and “always-available” applications

Thanks to the consolidation and virtualization, data center floor space has been reduced from 930 m² to 590 m². This means substantially lower costs for leasing, cooling, and electricity. Prior to the consolidation, Mobistar experienced some issues with the availability of applications. This is no longer the case. The redundancy has improved considerably and the storage infrastructure has been consolidated from 10 machines before consolidation to an EMC Symmetrix® DMX™-4 and a DMX-3 in each of the actual data centers.

“Thanks to the virtualization, we have removed 100 physical servers from our footprint, which means that our maintenance costs have come down,” says Dussart. “We can push the storage virtualization even further, and tiering is now possible. Before consolidation we had only high-tier storage, but now we can house less-critical applications or information on less-expensive technology.”

The Mobistar data centers are now operating optimally and the applications are always available. “As a result, our staff is more productive,” says Dussart. “So ultimately our customers receive a more efficient and better service.”

“Thanks to EMC’s experience with data center moves and its SRDF product, the IT heart of our organization was moved in a few months with a very limited impact on our staff and our customers.”

Michel Dussart, IT Infrastructure Delivery Manager

Take the next step

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