

The project in practice

Made-to-measure storage capacities and services

Since mid-2007, GESIS and Fujitsu have been working together on the basis of a new storage-on-demand model, under which provision, operations management, monitoring and maintenance of the entire storage infrastructure rests in one pair of hands. At the same time, Fujitsu is responsible for further developing the storage landscape and enhancing the infrastructure by deploying technological innovations promptly.

One of the key pillars of the cooperation is storage-on-demand modules. These are defined as online and data backup modules with different service level agreements (SLAs) for operating and response times. "They allow us to request the precise volume of storage that Salzgitter AG needs to ensure continuity of its IT operations and business processes – quickly and with little ordering work, "says Günter König, CIO at Salzgitter and Managing Director of GESIS.

What's important for König and his team is not just being able to meet online and backup storage requirements, but high cost transparency as well, because it ensures security when it comes to planning and costing. »And the handling process is incredibly simple – we can order what we need without any great administrative overhead, « says Uwe Schomburg, head of the Data Center team, describing another benefit of the service.

Hard- und Software use

Hardware:

- ETERNUS CS VT von Fujitsu
- StorageTek Libraries L700 und L8500
- NetWorker Server (PRIMERGY RX300 mit Linux)
- FibreCat-Systeme CX600, CX700, CX500, CX3-20

Middleware:

NetWorker-Software

- NSR NET
- NSR ROBOT
- NSR STOR

Around-the-clock support and monitoring

Fujitsu is responsible for operating and monitoring the storage systems and NetWorker servers used at GESIS. The storage-on-demand team controls 1st and 2nd level diagnostics support, supplies the systems with all the required patches and updates and conducts weekly system health checks to examine the system reports and log files.

The tasks of operations management include, for example, controlling logical and physical tapes, replacement and disposal of physical tapes, deleting data and installing the ETERNUS CS virtual tape solution and NetWorker servers and changing their configuration. Monthly and quarterly reports also provide the customer with analyses of the quality of operations management and the status of the infrastructure.

Project overview

Assumption of responsibility for operation and support based on clear SLAs oriented to different requirements and with

- 7x24-hour monitoring
- 1st and 2nd level diagnostics support
- Remote access via teleservice
- Customer help desk
- On-site hardware and software maintenance
- Patch, update and version management
- Weekly health checks
- Prompt reporting

User benefits

- Simple procurement and rapid delivery of additionally required storage capacities with little administrative overhead
- Guarantee of reliable IT operation thanks to qualified around-the-clock management of the storage infrastructure
- High availability of online storage and backup thanks to remote monitoring of operation and on-site services
- Lower, transparent costs with a business model based on fixed prices



The benefit

Flexibility at fixed prices

Storage on demand from Fujitsu gives GESIS mbH a wide range of advantages and delivers a future-proof storage solution for Salzgitter AG's IT.

»We reduce the cost and work involved in running and supporting the storage infrastructure,« is one of the primary benefits. »We are far more flexible when it comes to procurement and swift provision of additionally required storage capacities,« is another. And: »Fixed prices mean we can plan more reliably, increase transparency and reduce our administrative overhead,« is a third important advantage.

Liquidity-friendly financing

Another benefit comes from Siemens Finance's innovative financing model, under which procurement of the storage volume and provision of all related infrastructures and services are funded throughout the agreement's term. »That increases our liquidity and reduces the strain on our fixed assets,« says Jörg Meyer, head of Basic Technology at GESIS, describing the arguments in favor of this approach.

Built-in future-proofness

Last but not least, GESIS mbH also achieves a great deal of future security from its storage partnership with Fujitsu. »Fujitsu is not just an expert service provider, it is also a powerful vendor of information and storage technology,« states Günter König. »This ensures that we have ongoing access to innovation and that the infrastructure is continuously improved.«

Contact

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