

Daymark Solutions in Action

Reducing Costs and Improving Operations with Enhanced Storage and Backup Solutions

CUSTOMER OVERVIEW

Created in 1997 and based in Holyoke, Massachusetts, ISO New England is the not-for-profit corporation responsible for the day-to-day reliable operation of New England's bulk power generation and transmission system. It provides oversight and fair administration of the region's wholesale electricity marketplace, comprised of more than 200 market participants, and management of a comprehensive regional bulk power system planning process.

CHALLENGE

To keep electricity flowing from Eastport, Maine to Westport, Connecticut, ISO New England depends heavily upon its state-of-the-art data center, managed by a top-notch IT staff. Over time, however, constantly increasing storage demands had strained the organization's resources. Cycle times for runaway backup jobs became painfully long, and tape costs were mounting as the size of backups grew. The current host-based replication strategy was successfully protecting data, but it had become increasingly costly and could be disruptive to key applications.

Breakthroughs in storage technology promised relief, but ISO New England's staff did not have the time or the advanced storage knowledge required to manage what was expected to be a multi-million dollar infrastructure upgrade.

SOLUTION

ISO New England turned to Daymark Solutions for help. As an experienced technology solutions provider, Daymark has the skills and expertise ISO New England needed to design and implement an updated storage infrastructure and improve its backup operations significantly.

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"Daymark helped us push our backup costs down significantly. By improving our tape management, we are better able to support an environment our size with fewer resources. By reducing the complexity of our overall storage environment, we have positioned the ISO to take advantage of the latest in technology advances. Daymark has given the ISO the confidence to keep our operations running smoothly and meet our future business requirements."

Mary Yarrows
Senior System Analyst
of ISO New England

DAYMARK AT THE HELM

By working Daymark, ISO New England was able to:

- ▼ Rapidly select, acquire, configure and implement leading-edge storage technology without disrupting current operations
- ▼ Consolidate server storage to improve performance and reduce costs
- ▼ Identify and resolve backup problems that were driving up costs and straining IT resources
- ▼ Improve replication to an off-site disaster recovery location
- ▼ Realize significant savings by reducing tape costs, consolidating storage, and improving overall storage management

Working closely with the ISO New England's team, Daymark's professionals carefully assessed the current storage and backup/recovery environments and recommended a complete storage refresh that offered consolidation, increased software functionality and significant long-term savings. Most importantly, the new infrastructure would no longer rely upon proprietary systems and would be better suited to ISO New England's internal skill sets.

To streamline the acquisition process, Daymark facilitated all vendor contact and provided ISO New England with the pertinent information it needed, devoid of marketing hyperbole, to make educated decisions based on their requirements. Daymark staged the new infrastructures at its state-of-the-art Integration Center (IC), configuring and pre-testing the solution completely before bringing the ISO New England team to the IC for final testing. This unique approach, which Daymark employs in nearly every project, eliminated the usual delays that ISO New England had experienced in the past and significantly increased the company's confidence in its ability to meet tight production timelines. Once testing and integration was complete, Daymark implemented the new infrastructure with minimal disruption to ISO New England's current operations.

This new environment gave ISO New England better storage management capabilities enterprise-wide, which enabled the IT staff to turn its attention to other business-critical initiatives. It also freed up CPU cycles by using a storage-based solution for off-site replication, improving replication success rates and reducing costs.

ABOUT DAYMARK SOLUTIONS, INC.

Just as the nautical daymark ensures a safe arrival in port, Daymark Solutions can help you navigate the complex world of information technology to ensure your company achieves its business objectives. An experienced technology solutions provider serving the Northeastern United States, Daymark Solutions provides and implements best of breed primary server, disk, tape, and recovery solutions for open systems. Daymark designs, delivers, and deploys enterprise server, storage and backup infrastructures by objectively mapping the appropriate technology and methodology to customers' infrastructure requirements.