

International Media and Entertainment Client

99.986% SLA for Private and Edge clouds

“The Platform9 OpenStack service has been very stable. There have been no issues with regards to the software since it has been put into production (over one year)”.

-Infrastructure Engineer

Executive Summary

Platform9’s Managed OpenStack solution enables a leading international media and entertainment company to achieve its key production objectives via a cost-effective, highly reliable, production-grade private cloud solution.

Key benefits include:

1. 99.986 percent uptime of OpenStack in production
2. Zero administrative overhead for the IT team guarantees up to date and secure open source innovation
3. Seamless, non-disruptive upgrades
4. World-class support
5. Significant cost savings compared to competitive solutions

Customer Background

This century-old international media company employs technological innovations to keep it at the forefront of storytelling, connecting, and entertaining the world. The company’s premier portfolio of visual effects, brands, services, and innovations help highly creative companies bring amazing experiences to life. The highly awarded company touches every part of the entertainment ecosystem— from content creation to delivery of unique consumer experiences for the home, theaters, and mobile applications. Like many enterprises, this company wanted to enjoy the benefits and strengths of using a variety of infrastructure platforms, whether VMware, public clouds, or private clouds, without being locked into any one vendor.

Customer Requirements and Challenges

The company wanted to be platform, cloud, and VM agnostic. They foresaw a future where if they needed VMware, they would have it, but if they needed an on-prem cloud solution, it would be OpenStack. If they needed to go out to the cloud, then they could employ AWS or Azure or another alternative.



Platform9's 99.986% uptime SLA guarantees continuous operations

Unparalleled proactive support

Highly intuitive portal design for extreme ease of use

Zero administrative overhead enables open source innovation

Visit Us Today

platform9.com/contact

p: 650.898.7369
e: info@platform9.com

Platform9 North America
Headquarters

Platform9 Systems, Inc.
800 W. El Camino Real
Suite 180
Mtn. View, CA 94040

Customer Challenges:

Challenges	Description
Dispersed Data Center locations	The client has several data centers worldwide, making management, monitoring, and troubleshooting of infrastructure issues challenging. The data centers' cost efficiency has also proved problematic.
High Cost of VMware	The company standardized on VMware to lessen version control and complexity of maintaining multiple virtualization technologies, but the solution proved expensive, and adding cloud features was costly. An OpenStack solution seemed logical.
The difficulty of Do-It-Yourself OpenStack	The customer attempted a DIY open-source software project. Management overhead and complexity of running OpenStack and ensuring uptime proved onerous. The decision was made to use external vendors.
Challenges with initial OpenStack vendor solutions	Engaging two different OpenStack vendors, the customer experienced subpar support response and was forced to work with dated versions of OpenStack since upgrades were a challenge.

Customer Solution and Benefits - Top 5

To address their challenges, the company chose Platform9's managed OpenStack (PMO) solution, significantly improving system uptime and support as well as diversifying their infrastructure stacks.

Benefits	Description
99.986 percent uptime SLA guarantees continuous operation	Platform9's uptime SLA ensures the best service for media production services and developers who are driving next-generation innovation.
Unparalleled proactive support redefines customer experience	Platform9 provides proactive troubleshooting and outstanding global support.
Highly intuitive portal design for extreme ease of use.	Intuitive design provides a markedly better experience than the VMware UI.
Zero administrative overhead enables open source innovation	The simplicity of administration, touch-less maintenance, and instant security patching guarantee continuous open source innovations.
Significant Cost Savings	The customer capped VMware ongoing yearly costs and avoided investing in expensive new cloud features, yielding large TCO savings.

Platform9's SaaS managed cloud solution enables the client's key mission: providing an excellent customer content visualization experience.

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