

## Case Study: PerfectServe

### Introduction

This case study of PerfectServe is based on a September 2014 survey of HC3 customers by TechValidate, a 3rd-party research service.



“Less downtime and easy recovery. HC3 is like a hot water heater... it stays out of the way and just does its job.”

### Challenges

- Solved the following operational challenges by deploying HC3:
  - Enabled virtualization without complexity
  - Reduced time spent managing Infrastructure
  - Improved scalability of Infrastructure
  - Improved disaster recovery
- Purchased their HC3 system for the following reasons:
  - To support business growth expectations or new business initiatives
  - To meet increasing RPO and RTO SLAs
  - To reduce operational costs

#### Company Profile

Company:  
**PerfectServe**

Company Size:  
**Medium Enterprise**

Industry:  
**Health Care**

### Use Case

- Purchased HC3 over the following vendors:
  - Dell Servers / SAN
- Runs 25-49 Virtual Machines on HC3.
- > 75% of their environment is virtualized.

#### 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

- Rated the following HC3 capabilities in terms of how differentiated they from the competition:
  - Ease of use: extremely differentiated
  - Ease of implementation: extremely differentiated
  - Reliability: extremely differentiated
  - Scalability: extremely differentiated
  - Single vendor support: extremely differentiated
- Sees the following as the biggest benefits of Scale Computing HC3:
  - Ease of use
  - Ease and speed of implementation
  - High availability of Virtual Machines
  - Reliability
  - 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: Mike Ellis, Systems Engineer, PerfectServe