

## Retail Software Solutions

### Introduction

This case study of Retail Software Solutions is based on a January 2017 survey of HC3 customers by TechValidate, a 3rd-party research service.



“HC3 has removed the worry about SAN performance and up time with a solution that is easy to manage and scale upwards when our company expands.”

### Challenges

The business challenges that led the profiled company to evaluate and ultimately select HC3:

- Realized the following operational challenges by deploying HC3:
  - Enabled virtualization without complexity
  - Reduced time spent managing Infrastructure
  - Improved availability of critical workloads
  - Improved disaster recovery
  - Reduced IT operating costs
- Purchased their HC3 system for the following reasons:
  - For Infrastructure Refresh (replacing aging hardware)
  - To support business growth expectations or new business initiatives
  - To meet increasing RPO and RTO SLAs

#### Company Profile

Company:  
**Retail Software Solutions**

Company Size:  
**Small Business**

Industry:  
**Computer Services**

#### 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.

### Use Case

The key features and functionalities of HC3 that the surveyed company uses:

- Purchased HC3 over the following vendors:
  - Hypervisor – Microsoft Hyper-V
  - Dell Servers / SAN
- Has 2 IT personnel responsible for infrastructure.
- Runs 50-74 Virtual Machines on HC3.

### Results

The surveyed company achieved the following results with HC3:

- Rated the following HC3 capabilities in terms of how differentiated they from the competition:
  - Single vendor support: very differentiated
  - Scalability: very differentiated
  - Reliability: extremely differentiated
  - Ease of implementation: extremely differentiated
  - Ease of use: extremely differentiated
- Sees the following as the biggest benefits of Scale Computing HC3:
  - High availability of Virtual Machines
  - Reliability
  - Scalability
- Reduced the time their IT staff spends managing infrastructure by 25-49% after deploying HC3.

Source: Jacob Todd, IT Administrator, Retail Software Solutions