



## “New IBM Infrastructure and Managed Services from Softsource provide Mitre 10 with flexibility and scalability for the future”

### CLIENT BUSINESS CHALLENGE

- Keeping IT infrastructure ahead of business unit needs

### THE SOLUTION

- IBM System x3690 servers
- IBM Storwize V7000 virtualised storage array
- A comprehensive managed services bundle provided by Softsource

### KEY BENEFITS FOR MITRE 10

- Softsource’s virtualisation expertise resulted in fast, efficient implementation
- IBM’s virtualised infrastructure reduces time required to add processing and storage capacity
- Softsource’s managed services reduces operational overheads for Mitre 10’s IT support centre
- Trusted partnership with Softsource lowers risk and provides a sounding board for future initiatives

### THE BUSINESS NEED

Having recently completed a Windows 7 Desktop Virtualisation it was time to tackle the server and storage end of things. “We have an excellent relationship with the local IBM team,” says Mistry, “so naturally we worked closely with them to help us identify the most appropriate mix of hardware and software to help us achieve our goals.”

“Once we had an idea of what we wanted to achieve,” continues Mistry, “we prepared and issued an RFP. We were quite specific about the hardware / software we had identified and wanted to hear from systems integrators on how they could add value to the project. We invited Softsource to respond because they had helped us during the desktop virtualisation project and had impressed us with their approach, both technologically and with project management.”

### IT Infrastructure Critical to Mitre 10 success

The Mitre 10 brand is part of the DNA of New Zealand with many of its customers having grown up with the brand which originally launched in New Zealand in 1974. Mitre 10 is an intrinsic part of the hardware landscape and is growing as a trade partner of choice. They have twice been voted New Zealand’s most trusted home improvement store. They realise that they are heavily dependent on their IT infrastructure for their continued success.

Mitre 10 is a long time IBM customer. They had a mix of 40+ individual servers - some up to six years old - and dispersed and fragmented storage. Whilst there were no glaring performance issues, Suman Mistry, IT Manager at Mitre 10, has a philosophy to be proactive and “stay ahead of the curve to avoid any bottlenecks before they become issues.”



*“Being a Members owned Co-operative, Mitre 10 has a relatively small team driving the IT Strategy and execution of our strategic initiatives. As a result, we rely on strong collaboration with our strategic partners to help drive efficiencies and maintain a competitive cost structure – allowing our Member Principals and Store Operators to remain focused on exceeding our customer’s needs.”*

Blair McNeill  
General Manager - Strategy & Technology | Mitre 10 (NZ) Limited

## Establishing Benchmarks to Verify the Solution

“Mitre 10 allowed us to run a series of in-house analyses - using the VMware Capacity Planner - so that we could specify the exact configuration that would best address Mitre 10’s requirements,” says Paul Flatt, Softsource’s technical architect. “We measured such areas as I/O metrics, memory requirements, disk allocations and similar operations. We were then able to create a solution architecture that provided enough capacity for current operations with a clear path for future growth.”

“We were very impressed with Softsource’s proposal and final presentation,” continues Mistry. They were very forthcoming on what they would do and how and when they would do it. Plus they were very good at listening. They took what we said on board and adjusted accordingly. Whilst cost wasn’t the major factor in our final decision, Softsource’s proposal was also at the low end in respect to cost. So making the decision to select Softsource as our IBM virtualisation partner wasn’t difficult at all.”



## Tight Schedule but Open Communications a Key to Delivery Success

Mitre 10 had a very tight delivery schedule. Open and frequent communications is a key component of Softsource’s successful implementation methodology. “We asked a lot of questions,” says Su Walker, National Sales Manager at Softsource, “so that we can assign the right people with the right skills to the project. We have more than 40 people on our staff, each of whom has particular areas of expertise, especially in the fast-growing virtualisation field. We have a strong governance policy to ensure that what has been promised is being delivered.”

Proof of the success of the Softsource implementation methodology was that delivery was completed two months ahead of schedule.

*“In the past, if we needed more capacity, we would have to purchase a new server, configure it and then deploy it. Now, with the IBM virtualised environment, we can take care of the entire process in as little as two hours, all from a centralised console.”*

**SUMAN MISTRY**  
**IT MANAGER MITRE 10**

## Immediate Benefits

“In the past,” says Mistry, “if we needed more capacity, we would have to purchase a new server, configure it and then deploy it. Now, with the IBM virtualised environment, we can take care of the entire process in as little as two hours, all from a centralised console.” An important feature of the Storwize array is the IBM System Storage Easy Tier. This provides automatic storage tiering, based on real-time usage patterns, between the hard disk drives and the solid state disks. This not only reduces storage overheads but significantly increases I/O throughput for the most accessed data and applications.

## Expanded engagement – the reward for delivering what was promised

The success of this project has encouraged Mitre 10 to expand Softsource’s role at Mitre 10. They now manage aspects of their virtualised environment and this “provides me with time needed to focus on how IT innovation can support the business” say Mistry. Softsource has since upgraded MS Exchange and is working with Mitre 10 on a Microsoft SharePoint deployment.

As Raymond Skoglund, NZ Channels Manager at IBM says “partners such as Softsource are a huge asset for us and clients like Mitre 10. They provide the skills and expertise to derive the maximum value from their IT infrastructure investment. Because they take the time to fully understand the client’s business goals, they are able to recommend the most appropriate IBM solutions and ultimately deliver success.”

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