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**INFRASTRUCTURE
UNBOUND**

CASE STUDY

HITACHI
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CHALLENGES

- Need to migrate lab management solution for business continuity

SOLUTION

- CloudShell

RESULTS

- Successful migration with minimal business interuption

- Automatic L1 connectivity with multiple L1 switch manufacturess

- Systematic tracking of manual connections through virtual patch panels

Hitachi Data Systems
Chooses Quali CloudShell
for Lab Management

Customer Profile

Hitachi Data Systems (HDS) provides information technologies, services and solutions that help companies improve IT costs and agility. HDS helps organizations transform raw data into valuable information by making data more accessible and simpler to manage. Hitachi's vision is that IT must be virtualized, automated, cloud-ready and sustainable. As the leader in storage virtualization, only Hitachi Data Systems offers a common, virtualized platform for all data and information. HDS is headquartered in Santa Clara, CA and has more than 5,900 employees worldwide. HDS does business in more than 100 countries and is trusted by the world's leading enterprises, including more than 80% of the Fortune Global 100. HDS is a wholly owned subsidiary of Hitachi Ltd, Tokyo, Japan.

Challenge

HDS runs a 20,000 square foot R&D and test lab at its headquarters in Santa Clara. The lab includes over 4000 equipment chassis and over 20 Layer 1 switches. The lab provides services to over 100 users located globally between Japan, India and the United States. The lab is used for various functions including compatibility testing and customer scenario testing.

The test topologies are often very large and can include over 100 devices. The topologies cover a wide range of equipment including both Hitachi and non-Hitachi equipment. Individual test are often very long and can run for weeks. 24/7 access and availability are critical.

Hitachi had been using Gale Technologies' Lab Manager but needed to find a new solution when Gale stopped support for the product. Hitachi evaluated the Gale Force product as a replacement, but decided that it did not meet their needs. This created an urgent need to migrate to a new solution to maintain business continuity.

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Solution

The HDS team researched and performed evaluations of different vendor solutions, and conducted an extensive evaluation of the CloudShell Product.

Hitachi's primary evaluation criteria were:

- Creating, saving and reserving large topologies

- Managing many L1 switches | from different manufacturers

- API support for automation

- Support for a high availability deployment

- High performance for large number of devices and users

HDS selected CloudShell solution for the following reasons:

- Product functionality met or exceeded their requirements

- Quali Support and R&D teams were highly responsive and easy to work with

- Hitachi received positive feedback from customer references

- HDS assessed that Quali would be a good business partner for many years

Results

Hitachi could not afford any downtime for their lab. The plan was to transfer live reservations and L1 switch mappings from Lab Manager into CloudShell and allow user to continue their testing from CloudShell reservations, which was an ambitious goal. After extensive preparation, the migration was successfully completed. Lab users that had started testing and reservations with Lab Managers were able to continue testing with CloudShell and complete their reservations as planned. All new reservations were created totally within the CloudShell environment.

Ongoing CloudShell Usage

HDS has since used CloudShell for automatic L1 connectivity with multiple L1 switch manufactures including Curtis Wright, ONPATH, MRV and FiberZone. Automation commands are used to launch CGI scripts from an automation server. HDS has implemented systematic tracking of manual connections through virtual patch panels. HDS runs 70-100 concurrent reservations on average and growing, with small reservations that includes 3-5 resources and about 10 connections; medium reservations that includes 10-15 resources and 40-60 connections and large reservations with 30-40 resources and about 100 connections.

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