

Remote Tech Group acts fast to deliver high performance

Act! Software hosting provider chooses Infinio

Background

Remote Tech Group is the most advanced Act! hosting provider in the U.S. Its customers, small businesses who rely on Act!'s CRM platform, depend on Remote Tech Group to deliver high performance access to their customer data. Like many hosting providers, Remote Tech Group is always looking for ways to deliver the best performance to their customers.

Their infrastructure runs on IBM System x3650 M4 servers, IBM-based storage, and VMware Enterprise Plus. The Act! application and Remote Tech Group's complementary applications run on SQL and IIS servers. Says Jeremy Wesley, Owner at Remote Tech Group, "Act! runs on a .NET legacy infrastructure. We know that our customers are used to the performance delivered by more modern technologies, like JSON and REST, so we need to be able to deliver that level of service too."

Evaluating Infinio

With that goal in mind, Wesley and his team began to investigate options. His IBM hardware was aging, but still well within its 5-year refresh cycle. Could they get more out of their existing infrastructure rather than immediately upgrade? Infinio became an attractive candidate because of its ability to be transparently inserted into their existing infrastructure, and its ability to use existing resources already in the environment.

The trial of Infinio went very well, due to the "responsive and proactive" team behind Infinio. Performance was good when they evaluated Infinio with a small amount of RAM, then even better when SSDs were added, which is how they are currently deployed. They found most of their I/O requests to be cacheable, which offloaded work the aging storage, while delivering the enterprise-class response time their customers have come to expect.

Economic Benefits

Not only have they boosted their performance, but the economics benefits are clear to the team at Remote Tech Group, too. While 768GB of RAM costs nearly \$15K, they can purchase a 1TB PCI M.2 NVMe SSD for a tenth of that price. With Infinio tiering between the RAM and SSD for optimal performance, they have an immediate ROI on their investment into Infinio.

And the benefits of delaying a storage purchase go further than immediate CapEx relief, as Wesley explains, "We get more bang for our buck. Storage that might cost \$200,000 today will cost less over time, so when Infinio enables me to delay our purchase by a year or 18 months, it's a great value."

The team at Remote Tech Group sees Infinio as an important part of their architecture. "When we purchase new equipment in the future, Infinio will still be there: it's low maintenance, fits right into the architecture of VMware, and puts our platform on turbocharge."



BENEFITS

- Delivered modern application performance on legacy platform
- Immediate ROI for Infinio and SSD purchase
- Delayed next storage purchase by 18 months

"With tiering between DRAM and SSDs, Infinio gave us a 10X ROI on our hardware investment."

JEREMY WESLEY,
OWNER