Swish

Swish Helps a Critical Defense Personnel Application Hosting Agency Optimize Their Storage Investment, Processes, and Operations

Correcting critical capability gaps and creating high quality automated workflows

This government agency provides hosting services for a critical Department of Defense personnel application. They had purchased and deployed a large NetApp FAS based storage environment but due to poor implementation practices it was not performing optimally. The agency was extremely dissatisfied with the solution and was contemplating moving to a different storage vendor.
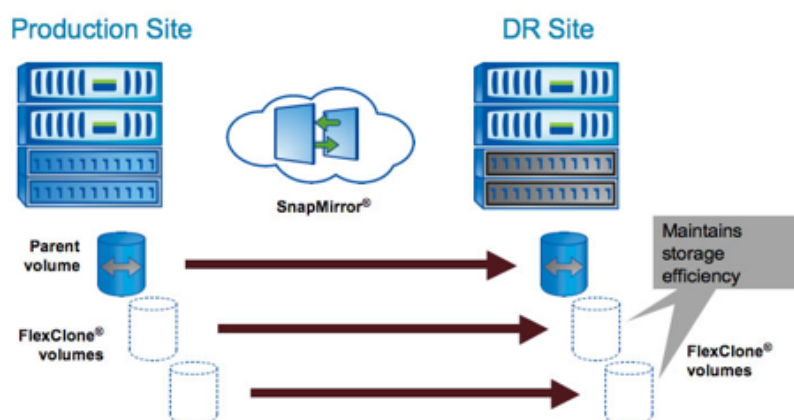
The Challenge

NetApp was a perfect solution for this agency. The problem was an incorrect configuration and the agency's IT staff did not have sufficient skills to troubleshoot the issue. The configuration issues were causing performance problems, risks to disaster recovery due to failovers not working correctly and inefficient storage consumption.

Getting Started

Before giving up on their costly investment the agency looked to Swish to help them determine what the problem was and correct it. Beginning with an in-depth review of the environment, Swish worked with the customer to identify their goals and requirements for storage architecture. By jointly talking through the operational goals and conducting an in-depth study of the configuration of the NetApp solution components it was clear that a plan needed to be put into place to properly configure and operate this important storage investment.

Swish was able to further optimize the environment saving the client terabytes of storage as well as many man-hours of work weekly.

Solution

Swish was able to successfully configure the storage solution based upon the customer's end goals and resolve the performance and failover issues quickly. By working with the customer to implement new processes and procedures, Swish further refined the use of the storage solution by implementing storage automation via NetApp Workflow Automation, which ensures compliance with customer best practices and helped the agency reduce IT staffing requirements. This approach ensured repeatable high-quality operations and reduced errors from manual operations. Swish was also able to further optimize the environment saving the client terabytes of storage as well as many man-hours of work weekly.

Summary

Over the course of several months, the on-site consultant from Swish became an integral part of the client team and remains a trusted advisor. By applying extensive knowledge and experience in storage operations, Swish was able to save a very large environment the pain of losing a costly storage investment due to improper configuration and help them realize a much larger return on investment than they originally planned.

About Swish

Swish is a customer-centric, specialized integrator with an engineering first culture. Swish focuses on IT Modernization, Performance and Cybersecurity solutions. Swish strives to bring value to clients through continuous improvement expertise; robust services, superior engineering and creative solutions.

To learn more, please visit: **www.swishdata.com**

1420 Spring Hill Road Suite 320 McLean, VA 22102
P 703.635.3324 / F 703.852.7904 / E info@Swishdata.com.com

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