



SUCCESS STORY  
**Technology**



**TECHNOLOGYONE | PROBLEM SOLVED**

TechnologyOne developed a high-performance enterprise cloud with 99.999% reliability, while achieving a seven-figure reduction in storage costs.

# TechnologyOne Uses NetApp to Optimize Cloud Services

TechnologyOne is Australia's largest enterprise software company. The company had two world-class data centres in Brisbane but after a three-day outage caused by the 2011 floods, it moved away from having its own data centres, opting instead to buy Infrastructure-as-a-Service from Amazon Web Services (AWS). After four years of developing innovative cloud services, TechnologyOne saw that cloud storage was becoming a critical issue for its customers. So it called in NetApp to help it find the most cost-efficient, scalable and agile data management solution.

**7-FIGURE**  
COST SAVINGS

HIGH-PERFORMANCE  
ENTERPRISE CLOUD WITH  
**99.999%**  
RELIABILITY

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“Using NetApp data management technology has led to an 85% reduction in production data over three years. In budget terms, that’s savings of seven figures.”

Iain Rouse  
R&D Group Director — Cloud, TechnologyOne

## THE CALL TO CLOUD

Sometimes it takes a force of nature to clear the path ahead. For Iain Rouse, R&D Group Director — Cloud of TechnologyOne in Australia, it was the Brisbane Floods in 2011. “They were a wake-up call,” he says. “We had two state-of-the-art datacentres and a very solid disaster recovery strategy, but for three days our service was down and no one could access their data.”

For most users that would be a nuisance. For a global company delivering enterprise software, it was catastrophic. “We basically sat down and said, ‘never again,’” he recalls. “From now on, we’re going to buy Infrastructure-as-a-Service and manage the entire cloud services stack — end-to-end. Storage, compute and network.”

And with that, TechnologyOne set out to build the most reliable, best-performing enterprise software service — without compromise. For four years it innovated using Amazon Web Services, building a strong business and a loyal customer base. But it observed that data storage was becoming increasingly critical, so it decided to talk to NetApp.

## NETAPP JOINS THE PROJECT


To meet the storage requirements of some 1000 customers, TechnologyOne had to find solutions to the big questions of security, reliability and data portability. It wanted 99.999% uptime, extremely high performance, synchronous data back-up in real-time across both data centers with no user disruption, and real-time data portability to accommodate one-off or seasonal workloads. And most importantly, it didn’t want to manage the data center. So it came to NetApp and asked for all of this as a managed service.

## DEVELOPING THE ULTIMATE CUSTOM CLOUD

To meet TechnologyOne’s requirements, NetApp combined two technologies: FlexPod and MetroCluster to create an entirely new solution, which it called ‘TechnologyOne MetroPod’. Essentially, it is a four-node MetroCluster with 20TB of Flash for SQL databases and 200TB for file storage. It connects via Cisco switches to any chosen cloud platform like AWS, with simple and quick portability to

## BUSINESS BENEFITS

- TechnologyOne developed a high-performance enterprise cloud with 99.999% reliability, synchronous data back-up and real-time portability.
- NetApp technology reduced TechnologyOne’s production data by 85% over 3 years.
- TechnologyOne is looking at “7 figure savings” thanks to its NetApp investment.
- The company now out-competes AWS’ fastest storage by a factor of 10.
- TechnologyOne customers can be fully compliant with Australian regulations.

another platform if required. [With the use of the Cloud Volumes ONTAP operating system in AWS, TechnologyOne has the flexibility to seamlessly control its data across its storage systems in Equinix and AWS with no disruption.](#) 

The TechnologyOne MetroPod can offer up to 40Gbps of low latency IP connectivity to the cloud provider, which can be scaled up or down. When it comes to data protection, AltaVault AVA400 systems provide object-storage connectivity for archiving through FAS2554 systems with asynchronous backups using Snapshot. They're connected via high-speed 10GbE connections to Cisco Nexus switches, which maximizes efficiency by minimizing data movement.

"NetApp provides us with remarkable flexibility. We can have archive storage, we can have object storage, we can have high-performing disk, and mid-tier performing disk," comments Rouse.

### **POWERFUL MONITORING TOOLS FROM ONCOMMAND INSIGHT**

Also instrumental to developing the TechnologyOne MetroPod was OnCommand Insight (OCI). This software provides TechnologyOne the ability to monitor data management across all of its systems. It also enables it to

manage its chargeback model for the consumption of data storage by its customers.

### **A MUTUAL RELATIONSHIP THAT DRIVES INNOVATION**

TechnologyOne is now working together with AWS and NetApp to drive innovation and the continuous improvement of its enterprise Software as a Service (SaaS) solution. Rouse and the team at TechnologyOne have been thrilled with the results of working with NetApp. "They guarantee availability, they guarantee performance and they take care of some of the most complex engineering on our behalf. And most of all, we consume this as a monthly fee. Our life couldn't have been made simpler."


He also praised the collaborative nature of the relationship. "The relationship works because they sit down with us and they don't overcomplicate things or try to sell us unnecessary features," he says.

Both companies enrich each other through a mutual desire to innovate. Plus, TechnologyOne doesn't need to worry about maintaining NetApp experts on staff, because NetApp are able to provide that directly. "They take responsibility and they're always there for us," says Rouse.



## SMARTER SOFTWARE MEANS BIGGER SAVINGS

For TechnologyOne, NetApp's data management technology has led to an 85% reduction in production data over three years.

 In budget terms, "that's savings of seven figures," Rouse says.

More importantly TechnologyOne no longer has to worry about investing upfront in a storage solution because NetApp has made its MetroPod available for a predictable monthly fee. Now it is far easier to budget and preserve capital for other strategic investments.

A key result is a better experience for TechnologyOne customers. The company can now offer ten times the performance of AWS' fastest storage. On top of this, TechnologyOne can take AWS' 99.95% 'resiliency' to 99.999% 'availability'.

Customers can now select a multi-cloud architecture, which wasn't previously possible. Australian customers can also show proof of sovereignty to regulators, which is extremely important.

"This is the cloud service they were looking for," says Rouse.

"Looking back at where we were in 2011, we have definitely achieved our business goals. And with NetApp technology, we've also exceeded customer expectations."

## SOLUTION COMPONENTS

FlexPod®

NetApp Private Storage

AltaVault

Cloud Volumes ONTAP

MetroCluster

OnCommand® Insight

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