

NaviSite, Inc.

Sun Blades and VMware Offer Integrated Virtualization Solution to Application Service Provider

Customer Success Story

Industry

- Technology

Business Issues

- Decrease time to deploy for managed application services
- Improve operational efficiencies of implementing and managing complex hosting environments
- Reduce capital expenditure costs for NaviSite and our clients
- React quickly to changes in client requirements due to seasonality, business needs and other factors
- Support wide range of applications and operating systems with common platforms

Solution

Expand the NaviSite virtualization platform to include Sun Blade servers running VMware ESX software.

Business Results

- Greater flexibility in service offerings, in price, term and SLAs
- Shorter time to provision computing platform for managed applications
- Ability to scale application environments with minimum capital investment as business grows

Products/Services/Solutions

- Sun Blade 8000 Modular System
- Sun Fire V490 servers with UltraSPARC IV+ processors
- Sun Fire V440 servers
- Sun Fire T2000 servers
- Sun Fire x64 servers
- Solaris 8, 9 and 10 operating systems
- SunSpectrum Support

URL Reference

sun.com/customers

NaviSite is a leading provider of application solutions, hosting and content delivery services with over 950 customers in 14 data centers in the U.S. and U.K. NaviSite delivers a unique combination of application implementation, management and content delivery services to provide full lifecycle support.

Success at a glance

With the outsourcing market dominated by a few giants, NaviSite has carved out a profitable segment by offering application management, infrastructure hosting and content delivery services to mid-market enterprises. Based in Andover, Massachusetts, the outsourcing company has more than 950 customers, including Johns Hopkins University and the U.S. Department of State.

Recently, NaviSite decided to re-examine its virtualization infrastructure and explore ways to further leverage the platform to keep up with the increasing demands of its clients. Specifically, the company wanted the flexibility to deploy variable processing capacity quickly as well as support a wider range of operating systems and applications with the platform.

After surveying the available technology, NaviSite decided that adding more scalable servers to their server virtualization platform was the best approach. So the company began evaluating several server hardware platforms looking for the combination that would provide the right price point, performance and support. The evaluation team considered a wide range of server configurations, including rack-mountable servers from several vendors and even large enterprise-class servers.

Sun was one of the contenders based on its long successful relationship with NaviSite. The outsourcer both owns and manages for

its customers a wide range of Sun servers and software, including Sun Fire V490 servers with UltraSPARC IV+ processors, Sun Fire V440 servers, Sun Fire T2000 servers and x64 platforms, with applications running on Solaris 8, 9 and 10 operating systems. NaviSite frequently specifies Sun UltraSPARC servers with the Solaris Operation System for selected applications that require a high level of performance, reliability and security.

Based on a thorough engineering evaluation, NaviSite selected the Sun Blade 8000 Modular System running VMware ESX software to be immediately added to NaviSite's existing virtualization platform. The deciding factors for Sun were a favorable price per computing unit, better I/O design, and the SunSpectrum per-chassis support model. Sun's relationship with VMware was another plus for this combination: NaviSite's designers worked with Sun's engineering team to work out details of the system design and calculate the expected performance and capacity of the Sun Blade system.

"We especially like the modularity of the Sun Blade system," says Chris Little, customer service engineer for NaviSite. "It's very compact in its design, offers lots of redundancy, and is easy to maintain."

NaviSite is currently deploying its first Sun Blade chassis, with plans to continue to expand the Sun Blade footprint as this portion of its business grows. Customers have always been enthusiastic about being able to add incremental computing capacity with no capital investment and no protracted upgrade path. The flexibility of the Sun/VMware platform helps to make this possible, since capacity can be provisioned quickly, with far less administration overhead than is needed with other server platforms.

“We are excited about the Sun Blade 8000 platform running VMware,” says Jay Keating, vice president of managed services for NaviSite. “It’s going to allow us to offer added value to our customers and keep our administration costs low. The addition of Sun to our virtualization platform not only allows us to continue to provide a flexible and scalable platform, but does so at a competitive price and even more importantly, also allows us to expand our support of additional operating system environments — something we don’t believe other service providers can say.”

NaviSite is also expanding its service offerings to Web 2.0 startups and software-as-a-service (SaaS) providers. Since the requirements for startups are different than those of larger enterprises in terms of flexibility and scalability, NaviSite has chosen Solaris Containers virtualization technology and Sun Blade 8000 systems to offer flexible Web hosting options to Sun Startup Essentials program members.

With Sun Blade 8000 systems and Solaris Containers, NaviSite can offer compute and storage resources in small increments to its startup customers and, at the same time, provide them the flexibility and scalability to grow and shrink the infrastructure based on business needs.

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Vice President, Managed Services, NaviSite, Inc.