REMSYS
MANAGED TECHNICAL SOLUTIONS

THE NORTH EUROPEAN IPTV COMPANY USES REMSYS IMP TO CONSOLIDATE ITS INFRASTRUCTURE.

(Due to Remsys' strong commitment to client privacy and the sensitive nature of infrastructure automation and management services, the exact name of the company described in this case study is kept confidential)

To keep up with the market demand for IPTV services, the North European based IPTV (Internet Protocol Television) broadcasting company has been continuously increasing the number of servers and adding complexity to its infrastructure. The business' loyal customer base has doubled within the 2 year period.

As the business grew, it required a comprehensive and cost-effective infrastructure management product that would support the company's accelerated development and decrease capital costs as well as infrastructure complexity by adding automation while lowering the human related fault risks.

The company requested help from Remsys (an experienced infrastructure management and managed services provider) and was advised to implement the Remsys' Infrastructure Management Platform (IMP) - a product that would solve the appeared challenges and provide an overall improvement of the company's infrastructure.

STARTING ENVIRONMENT

The company required a product which would streamline and consolidate the existing infrastructure so that it would cost-effectively support the growing business.
The infrastructure related issues:

- Lack of Configuration Management.

- Multitude of routine repeatable tasks required when deploying and configuring servers.

- High human error related risks.

- High Costs associated with service outages

- Lack of control over the entire infrastructure

KEY OBJECTIVES

ESTABLISH CONSISTENCY — since each server has been configured differently over a long period of time, there were inconsistencies within the servers environment.

REFINE EFFICIENCY — The process of configuring and deploying each server (100+ servers) was time-consuming

Industry:
- IPTV Broadcasting

Location:
- Northern Europe

Business Challenges:
- Consistency within servers environment
- Infrastructure efficiency
- Downtime risks minimization

Solution:
- Remsys IMP Implementation

Results:
- Infrastructure Management done on time in a reliable, automated, and repeatable manner.

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and unsustainable over a long period of time. The servers required a lot of maintenance to remain operational. The company needed more servers while granting less time and attention to troubleshooting and maintenance.

MINIMIZE THE RISKS — Inconsistencies within the servers infrastructure result in higher risks of failures. This was leading to anxiety when deploying and configuring changes, simultaneously lowering the ability to audit the infrastructure effectively. A single mistake when configuring one server could require a significant amount of work-hours spent in order to fix the issue.

BENEFITS ACQUIRED

SPEED OF DEPLOYMENT — Initially, a new server was set up with an up to two week iterative process that took the box from jumpstart to being fully functional, as each server was configured separately. Now it takes less than 45 minutes for the server to be ready with Remsys IMP. The process is trivial and repeatable, no iteration is needed to configure a machine.

EASE OF USE AND PROFESSIONAL SERVICES: Having a large experience in the field, Remsys engineers were able to address the company's needs in a timely manner and customize the product accordingly.

ECONOMIES OF SCALE: Remsys' client can now easily manage and configure multiple servers, significantly reducing the amount of man-hours required previously.

UPTIME & RELIABILITY — With Remsys IMP help, the company has ensured uptime and reliability by ease of use and the absence of misconfiguration.

REDUCED OUTAGES — Remsys IMP has significantly reduced the likelihood of potential failure, since up to 90% of service outages were caused by human error.

IMP HAS HELPED THE CLIENT TO:

- MAINTAIN COMMON CONFIGURATION ON ALL SERVERS

- MANAGE ALL SERVERS UNDER ONE CONFIGURATION MANAGEMENT SYSTEM

- IMPROVE SERVICES BY PREVENTING ERRORS

About REMSYS

REMSYS has been established in 2004 on the grounds of professional competence of highly qualified engineers and the energy of a strong management team. Currently, the company offers a wide range of services and products, including infrastructure management, server management and monitoring, VPS and clustering, dedicated technical support, security strengthening, consulting and others.

REMSYS offers the perfect package that transforms and standardizes the management of a server infrastructure. We are exploring the hidden centralized management skills with exceptional parameters and compliance settings. Yes, we are talking about the Infrastructure Management Platform (IMP) based on Puppet that comes with a multitude of amazing functionalities to effectively reduce your workload.

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WHY USE IMP? (IMP: Infrastructure Management Platform)

Remsys IMP is the reliable product used for consolidation of the entire server infrastructure with a centralized management strategy that utilizes a cross-platform specification language to configure various servers and network equipment. The flexible platform enables you to kick start and manage automated infrastructures with ease.

REMSYS IMP brings efficiencies to organizations that penetrate to the bottom line. It is a well-developed and individually configured platform that provides an agile method for excellent server management.

Some benefits include:

- Economies of scale. A single system administrator can easily manage and configure hundreds of servers;

- Detailed reporting on the occurring errors;

- Quick adaptation of changes to servers, making them compatible with new company policies;

- Minimization of the configuration drift impact;

- Reduction of the potential failure probability, since up to 90% of service outages are caused by human error;

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