



Oxford Networks reduces cloud management workload by 30 percent

Company launches its managed services business with IBM cloud technology

Overview

The need

Alan Marblestone, director of product management, needs to ensure his company's new data center and cloud environment provides its customers 100 percent uptime.

The solution

Oxford Networks provides customers infrastructure-as-a-service on an IBM® cloud comprised of IBM Cloud Monitoring and IBM Cloud Provisioning software, an IBM System x iDataPlex array and an IBM V7000 storage platform.

The benefit

In 18 months the company grew its managed services business from a start-up to a sustainable business while reducing its cloud management workload by 30 percent.

As Oxford Networks extends its focus beyond delivering telephone and fiber optic network services to providing managed IT services to business customers in Maine and northern New England, responsibility for making sure the company's data center remains equal to the task falls largely to the company's management team.

Providing managed services on the cloud

"Our customers want to focus on their business, not IT, and they need us to help leverage their IT and provide innovative solutions to ensure their success," says Alan Marblestone, who assumed the role of data center product manager shortly after the company embarked on this new strategic direction. "We had to develop an overarching plan for launching our managed service provider (MSP) business, and that meant deploying and managing a reliable, scalable and flexible cloud environment in our data center and integrating it with the rest of our network."

With a data center built on IBM technology, Oxford Networks takes the next step in its century-long business evolution, offering managed services and infrastructure-as-a-service to businesses of all sizes. "We're perfectly positioned to transform our clients' organizations," says Alan Marblestone, director of product management for Oxford Networks.



Building an IBM cloud

“Weaving the data center business into the fabric of the company is critical and is very similar to delivering fiber optic networks,” says Marblestone. Oxford Networks’ IT Solutions Team deployed an IBM cloud with a range of hardware, such as IBM Power System servers, an IBM System x iDataPlex array, an IBM tape solution using Tivoli-based STORServer and FrontSafe backup applications and an IBM V7000 storage platform with an XIV storage array.

To monitor, manage and optimize its cloud architecture, Oxford Networks utilizes Cloud Monitoring and Cloud Provisioning solutions. “Our customers need to know without a doubt that their data is managed reliably and securely 24/7.”

An expanding MSP business

Pointing to a recent data center expansion—increasing its size from 1,200 sq.ft. to more than 7,000 sq.ft.—as evidence of the growth of the company’s MSP business, Marblestone says Oxford Networks has brought the cloud from ground zero to the point where it’s a sustainable business model in just 18 months. “We’re servicing our customers’ IT needs much more completely. Additionally, we’re experiencing a 30 percent reduction in workload associated with managing our hybrid cloud since our initial deployment of Cloud Monitoring.”

Solution components

Software

- IBM Cloud Monitoring
- IBM Cloud Provisioning
- IBM System x iDataPlex array
- IBM V7000 storage platform

For more information

To learn more about IBM cloud software, please contact your IBM marketing representative or IBM Business Partner, or visit the following website:

ibm.com/cloud



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