

## CUSTOMER SUCCESS STORY: STEADFAST ENABLES VOIP PROVIDER TO ENSURE RELIABILITY AND IMPROVE SCALABILITY



### INDUSTRY: SERVICE PROVIDER

#### Goal:

- Minimize risk of operational downtime or interruption to service continuity

#### Challenge:

- Aging bare metal dedicated servers

#### Solution

- Private cloud environment built on VMware ESXi®
- High-availability server configuration design

#### Results

- Reinforced reliability
- Expanded capacity and scalability for future growth plans

#### Profile

Customer provides and manages comprehensive and flexible VoIP telecom solutions to businesses, health-care facilities, and educational institutions.

#### Challenge

Customer was running more than 30 bare metal servers in a collocated data center environment that were approaching six years of operational service. Concerned about reliability of service, the customer took a proactive approach to seek out ways to minimize any risk of downtime or disturbance to business continuity to their services or their VoIP clients before an issue might arise.

#### Solution

The customer discussed their concerns with the Steadfast IT team who performed an assessment of their infrastructure and made a proposal to begin migrating their services into a private cloud environment that would not only deliver greater reliability, but that enabled greater security and scalability for the customer's operations moving forward.

The Steadfast IT team built the customer a flexible private cloud environment, using VMware ESXi® technologies, allowing Steadfast to virtualize their infrastructure and reduce the number of their physical servers from over 30 to three. The remaining three servers were then configured into a high-availability setup to minimize risk of hardware failures that could result in downtime.

#### Results

In the end, the customer gained greater assurance that their operational service was reinforced and more insulated from the risk of hardware failure and corresponding downtime. Additionally, the new virtualized environment expanded their service capacity, allowing them to support VoIP customer growth for an additional 12 months without any additional monthly Opex costs. The scalability afforded through their new environment also enabled customer to execute near-zero-effort server additions into their cluster if their needs grew faster than they expected, resulting in an extremely flexible infrastructure responsive to their unique needs.

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