

Zero Hassle IT Puts a Dent in Costs with Xsigo

Automotive repair SaaS provider deploys Xsigo virtual I/O and increases performance and cuts data center costs by 33%

- 33% lower capital expense
- 66% reduction in server connections
- 1/3 faster user response time

Xsigo helps us to deliver a faster, more responsive SaaS offering for less money.”

- Marvin Baker, CEO

Zero Hassle IT, LLC based in Medina, Ohio is a full-service provider for infrastructure, training and support for the automobile physical damage market in the Midwest. Since 1989, the company has sold and supported management solutions that automate tasks such as parts pricing, job-costing, and scheduling of repairs.

Transition to SaaS

Previously offered as solutions that run on hardware housed at individual repair shops, Zero Hassle IT products are now also offered as an online service. This software as a service (SaaS) solution saves customers time and money in several significant ways:

- Current data always available: No need to load new information
- Eliminates software updates: The software is maintained by Baker
- Less hardware to manage at the shop site

Marvin Baker, CEO of Zero Hassle IT, commented, “In the past we’ve sold hub and spoke type of computing solutions to small organizations. As the technology improved, it was possible for us to host our customer’s entire computing environment in virtual machines on our IT infrastructure. They can access their computing solution using a Wyse thin client. The customers really like the fact that they don’t have to have an IT staff, purchase computing hardware and the like. They can just treat this as a service that they pay for on a monthly basis.”

High growth high performance solution

As the SaaS business grew, the company needed more I/O bandwidth and performance. They evaluated 10G Ethernet, but concluded the cost was prohibitive. Furthermore, it would have rendered the existing 1G Ethernet infrastructure obsolete, which seemed unnecessary.

Baker ultimately selected the Xsigo VP780 I/O Director to complement the company’s selection of Dell 2950 servers, VMware ESX software, IQstore Networks iSCSI and DataCore SAN Melody storage virtualization software.

Why Xsigo

Several attributes made the Xsigo I/O Director a good fit for this environment:

- **Management integration with VMware:** With Xsigo, you can manage both virtual machines and virtual I/O within the VMware Virtual Center.
- **Storage support:** Interoperable with the company's Fibre Channel-based virtualized storage deployment.
- **1GE compatible:** Works with the existing network.
- **10GE compatible:** All servers can be upgraded to 10G by adding one module to the Xsigo chassis. No server re-cabling required.
- **Performance:** 20Gb bandwidth to each server. With just one physical connection per server, each system can be configured with as many storage and network servers as necessary.

Remote management was another benefit. Because all solution elements can be managed from anywhere, Zero Hassle IT's IT administrators can maintain and modify configurations from their offices without a 45 minute drive to their data center.

End result: reduced IT costs, improved customer satisfaction

The ultimate solution was both cost effective and high performing. Baker commented, "Customer often tell us that this solution is up to 2 to 4 times faster than running everything on their own servers. With Xsigo, we get better performance than 10G Ethernet at 1/3 less cost, we were able to re-use our existing 1G Ethernet gear, and we enabled remote management that lets us manage data center connectivity from anywhere. Xsigo helps us to deliver a faster, more responsive SaaS offering for less money."

About Xsigo Systems

Xsigo is the technology leader in data center I/O virtualisation, a solution that dramatically reduces operational expense by changing the way that servers are connected to networks and storage.



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