

# Saving six figures annually with the HP BladeSystem and managed services

Career training company ATI Enterprises keeps its IT staff lean and availability high with HP servers and remote management



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—Steven Barnard, Chief Technology Officer, ATI Enterprises

**HP customer case study:** remote management, server consolidation

**Industry:** technical education

## Objective

Build a blade infrastructure that’s ready to grow, easy to manage, and up 99.9% of the time, guaranteed

## Approach

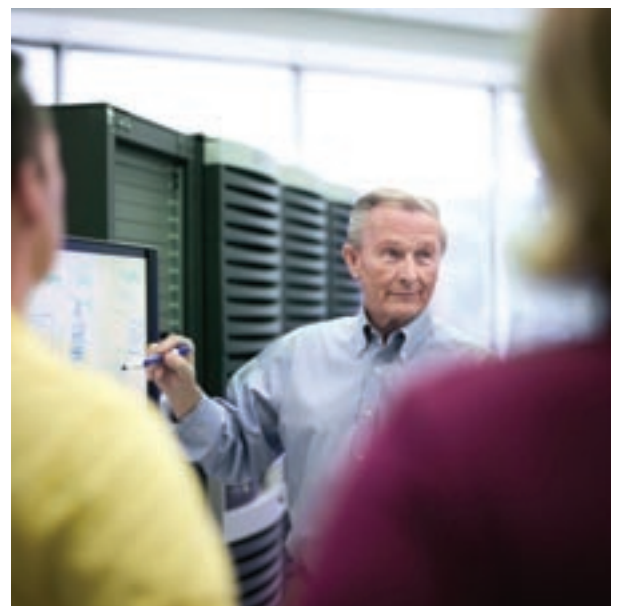
Use the HP BladeSystem and management tools from HP and Microsoft to consolidate the IT infrastructure and simplify day-to-day operations with remote management

## Business benefits

- 99.9% availability for systems and data
- \$124,000 annual savings on network administrator salaries<sup>1</sup>
- Cost avoidance of \$700 per month on additional power circuit

## IT improvements

- Fourfold faster server installation
- 20 hours per month of evening and weekend troubleshooting time reclaimed



## Training for success

In tough economic times, learning new career skills is a priority for many Americans. With manufacturing jobs being automated or moved offshore and service jobs paying little more than minimum wage, technical career training is often the route to a better life.

## About ATI Enterprises, Inc.

Headquartered in North Richland Hills, Texas, ATI Enterprises is a technical and trade career training company with training centers in Texas, Arizona, Florida, New Mexico, and Oklahoma. Founded in 1973, ATI now numbers more than 1,200+ employees—and is still growing.

For over 35 years, Texas-based ATI Enterprises, Inc. has been preparing students for successful careers in health care, computer repair, information technology, automotive repair, graphic design, business administration, HVAC, and welding. ATI campuses, located in Texas, Arizona, Florida, Oklahoma, and New Mexico, feature state-of-the-industry facilities designed to simulate actual working conditions and promote quality career training through hands-on, classroom participation.

### Standardizing on the HP BladeSystem

With the cost of a four-year college degree rising fast, more and more people are choosing ATI's results-based, career-focused training programs. This strong demand helped the company more than double its annual revenue over the period from 2005 to 2008. In the summer of 2008, ATI decided to consolidate its three-year-old server blades onto new HP BL460c server blades housed in a space-saving HP BladeSystem c3000 "Shorty" Enclosure.

"I've tried a variety of other servers, including IBM, Dell, and Gateway, but HP has always been the most reliable, so that's all I use today," says Steven Barnard, CTO of ATI Enterprises. "Every server we've put in place at ATI since I've come on board has been HP. We also use HP Compaq dc5800 and dc7800 desktops at our training centers."

Using HP Insight Control software to automate the deployment process, Barnard was able to install the new servers in just four hours—a fourfold improvement on the 16 hours he estimates it took before. Because the compact BladeSystem c3000 Enclosure requires only a single circuit for all eight servers, ATI was able to avoid adding an additional circuit to the company's co-located data center in the Dallas area. "That's a savings of \$700 a month," Barnard reports.

### Outsourcing 99.9 percent uptime

The HP BladeSystem supports ATI's most important applications—the heart of its business, according to Barnard. "The Campus Management CampusVue student information system is basically our ERP system," he explains. "It's what drives the business. It tracks all aspects of the educational process, from the admissions process through training, graduation, and job placement."

To ensure high availability for Campus Management and other critical business applications, ATI put out an RFP for a managed service provider that could administer the HP BladeSystem remotely while meeting a service-level agreement of 99.9 percent uptime.

"Our management philosophy dictates that as a top executive, I shouldn't be involved in the day-to-day operations and maintenance of our servers," says Barnard. "So it was a natural decision to outsource those tasks to a partner we could trust."

“Anyone who is not using HP Management Packs for Microsoft® System Center Operations Manager is going to spend a lot of time trying to catch up.”

—Bob Longo, Director of Sales and Business Development, ClearPointe Technology



ATI chose ClearPointe Technology, Inc., an HP partner based in Little Rock, Arkansas. ClearPointe’s engineers access and administer ATI’s BladeSystem from their desktops using HP Integrated Lights-Out 2 (iLO 2) remote control and the HP Onboard Administrator.

“ClearPointe is helping us grow and allowing me to focus on strategic goals of the company,” says Barnard. “Thanks to ClearPointe’s Remote Network Management service, I don’t have to hire two senior-level administrators to maintain our infrastructure.” Using U.S. Department of Labor Statistics estimates for senior-level administrator salaries, that service saves ATI about \$124,000 annually.<sup>1</sup>

#### **Proactive management tools**

One of the deciding factors in selecting ClearPointe was the company’s use of HP management tools in conjunction with Microsoft System Center. “I think that IT done properly means that you have proactive management tools in place,” says Bob Longo, director of sales and business development at ClearPointe.

For businesses using Microsoft® System Center Operations Manager, HP Management Packs integrate alert processing, state monitoring and hardware resource lifecycle management with information specifically designed for the HP BladeSystem. Even better, they are free.

That makes a big difference at ClearPointe, which has an extensive remote management service. “I tell our customers who don’t use HP servers: Anyone who is not using HP Management Packs for Microsoft System Center Operations Manager is going to spend a lot of time trying to catch up,” says Longo. “From HP hardware, we get a customized set of rules, alerts, and triggers, as well as rich reporting and metrics.”

Barnard agrees. “I hired another company to do some monitoring for us, and they used a competitive product that gave a lot of false positives,” he says. “So I got alerts and phone calls on things that turned out to be wrong or were false alarms. With the HP and Microsoft management tools, we’re able to cover both the hardware and the software accurately for our business.”

1. The average annual salary for network and computer systems administrators was \$62,130 in May 2006, according to the United States Government Bureau of Labor Statistics. Two full-time positions at \$62,130 equals \$124,260.

## Solution at a glance

### Hardware

- HP BladeSystem c3000 Enclosure
- HP ProLiant BL460c server blades
- HP Compaq dc5800 and dc7800 desktops

### Software

- HP Rapid Deployment Pack
- HP Integrated Lights-Out 2 (iLO 2) Advanced Pack
- HP Onboard Administrator
- HP Systems Insight Manager
- HP Management Packs for Microsoft System Center Operations Manager
- Microsoft System Center Operations Manager
- Campus Management CampusVue

### Operating systems

- Microsoft Windows Server 2003
- Microsoft Windows Server 2008

### HP Services

- HP Enterprise Care Pack services

### HP partner

- ClearPointe Technology, Inc. (<http://www.clearpointe.com>)

ATI was particularly interested in the ability to detect pre-failure conditions to avert any potential downtime. "HP Insight Control alerts us to a pre-failure condition on the disk drive before any lights go off on the front of the server," says Longo. "We take that snapshot and send it to HP service, and they dispatch an engineer. We simply call ATI and say, 'Someone's at your door right now. Let them in, they're going to change a disk drive.' And ATI never sees a problem. That's the value of HP Services."

### Reclaiming 20 hours a month

Between the reliability of the HP BladeSystem and the efficiency of ClearPointe's remote management service, Barnard is getting back 20 hours per

week of evening and weekend time formerly spent troubleshooting and managing servers.

"Before, I was the one dealing with the issues at 2 a.m. or on weekends," he says. "Now, ClearPointe takes care of it. I used to spend 25 percent of my time on evenings and weekends on server maintenance. Now it's less than five percent, and my family loves the fact that I'm at home instead of running to the data center."

Meanwhile, ATI students are learning new skills, with great online performance. "Downtime is money lost in our business," Barnard concludes, "and with HP and ClearPointe, we haven't been down."



## Technology for better business outcomes

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