Hewlett Packard Enterprise

Russia's MegaFon relies on automated support for massive infrastructure

HPE Datacenter Care with connected support improves reliability and responsiveness

Objective
To increase the reliability, performance, and scalability of the telecom provider's nationwide infrastructure—while significantly reducing capital expenditures and operational costs

Approach
Combine remote monitoring of the entire IT infrastructure with proactive support and automated services
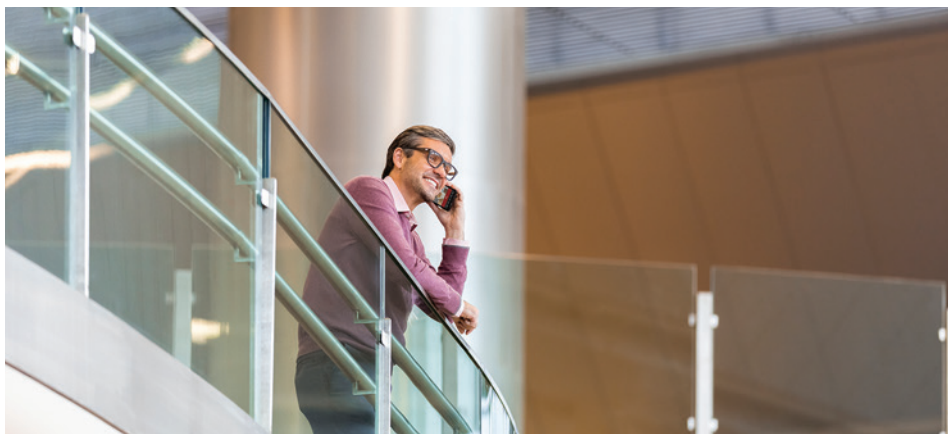
IT Matters
- Reduced time to resolution by 25%
- Saved IT administration time and replaced 1-2 full-time employees in each branch
- Achieved a 50% increase in performance of new billing system deployed on HPE Superdome servers

Business Matters
- Achieved fast problem identification and resolution, decreasing downtime for business-critical operations and customer services
- Delivered an extremely flexible, scalable platform with significant price/performance gains
- Shifted IT resources to support business goals and innovation instead of handling routine tasks

MegaFon is one of the three leading mobile service operators in Russia, with the first network to cover all of Russia—the world's largest mobile coverage area. Facing rapid growth, MegaFon partnered with Hewlett Packard Enterprise (HPE). Results have included significantly decreased operating expenses, increased productivity, and service innovation for subscribers.

Rapidly increasing business growth at MegaFon was creating much greater complexity across the IT infrastructure. In response, the company worked with HPE to simplify administration and accommodate growth—without increasing budgets. HPE's connected support technologies play a key role in this strategy, enabling faster problem notification and resolution and 24x7 monitoring of all HPE hardware across multiple data centers. Connecting to HPE has reduced both the number of downtime incidences and the length of time systems are down. Connected support from HPE also gives MegaFon essential data for day-to-day infrastructure management, which helps the company automatically track system configuration changes—automating what had once been a time-consuming manual process. In addition, HPE Datacenter Care gives MegaFon comprehensive support across its infrastructure with the flexibility to choose

> "Automatic monitoring by HPE helps us take proactive steps to resolve issues. It frees us to have the ability and time to focus on creating new services for our customers."
>
> – Alexander Malyshev, Head of virtualization and infrastructure tower, IT department, MegaFon

services when and where they need them. HPE currently delivers support for all HPE systems across the MegaFon infrastructure, including servers, storage, SAN, LAN, OS and applications support. HPE Datacenter Care includes services for infrastructure planning, systems management, ITSM audits, performance and capacity analysis, and tuning and planning.

As part of the services contract with HPE, MegaFon can also take advantage of non-technical, business-related services. For example, HPE conducted a Business Impact Analysis and Risk Assessment on the effect of IT downtime on MegaFon's business. That study led to greater management awareness of the potential impact and to the development of a disaster recovery plan by HPE Services.

As Alexander Malyshev, Head of MegaFon virtualization and infrastructure tower observes, "Another important factor that contributes to the successful partnership between MegaFon and HPE is that HPE works closely with other leading technology vendors, including Oracle, Microsoft, VMware, Brocade, Huawei, and Red Hat to assure smooth integration and reliable performance ."

"Last year we embarked on a big project to improve our SAN infrastructure. HPE Services provided specialized consulting, experts in the field, and a full plan for design architecture. The result was a new infrastructure, successfully deployed without interrupting the business."

 - Alexander Malyshev, Head of virtualization and infrastructure tower, IT department, MegaFon

About MegaFon

MegaFon is a leading Russian telecommunication service provider, operating in all segments of the telecommunications markets in Russia. The company and its subsidiaries have licenses to operate in all of the Russian regions and in the Republics of Abkhazia, South Ossetia, and Tajikistan. MegaFon was the general partner of the XXII Winter Olympic Games and XI Paralympic Games held in Sochi in 2014. The state-of-the-art communication system installed for the games contributed significantly to participants' enjoyment and to the overall success of the games.

A growing relationship

HPE has been a preferred supplier and MegaFon IT partner since 1996, the year MegaFon started business. All along the way—over a more than 19-year relationship—mutual trust and proven performance have been the keys to success. In the beginning, HPE performed installation, configuration, and testing of all MegaFon management stations and monitoring agents.

The HPE account team spent several years before MegaFon agreed to try HPE's connected support. A pilot project started in 2008, and in 2010 one branch was covered by remote monitoring, which included about 200 systems. Based on the success of this monitoring, the company agreed to extend deployment to other branches. In 2014, an HPE support team performed verification of monitoring functionality, an upgrade to the latest version of Insight Remote Support, and the addition of new systems.

Rapid business growth demands constant device monitoring and support

Now, all critical systems across MegaFon's 20+ data centers connect directly with HPE, including approximately 2,000 monitored devices. This provides significant benefits to the company, including:

- Faster problem identification and resolution, reducing possible downtime and impact to business processes
- Proactive identification of problems before they lead to downtime
- Reduced operating expense and the ability to manage infrastructure growth without adding staff
- Shift of IT resources from routine tasks to innovation to support business goals

MegaFon estimates that its infrastructure adds an average of 500 physical and virtual machines each year. In support of this growth, they are also adding new capabilities for videoconferencing, multimedia support, and integrated billing. As Malyshev notes, "All of this requires more storage, processing power, and consulting expertise from HPE."

Customer at a glance

Hardware
- HPE Integrity Superdome 2 and Superdome X Servers

- HPE 3PAR StoreServ 10000 and 7000 Storage Arrays

- HPE StorageWorks XP and EVA Disk Arrays

- HPE ProLiant DL980, DL580, DL380 Servers

- HPE BladeSystem's with ProLiant BL-series Servers

- HPE StoreEver Tape Libraries

- HPE StoreFabric SAN Switches

Software (for connected support)
- HPE Insight Remote Support

- HPE 3PAR Remote Support

Services
- HPE Datacenter Care, Critical Services

Looking ahead

Looking to the future, MegaFon has a "united vision" according to Malyshev, to bring together all eight of its regions into a new, centralized billing system that will serve all subscribers in Russia. HPE hardware and Datacenter Care with connected support will all play key roles in the project. "We will definitely continue to partner with HPE in all of our efforts moving forward," says Malyshev. "They've provided great support for us in the past, over an 19-year relationship, and helped us achieve a leading position in mobile."

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hpe.com/services

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