

## HP Smart Office

Partner protects growth potential  
with HP data center



“To reduce total cost of ownership, it is important to consolidate IT around a single provider and centralize data centers to a single shared location. Choosing HP’s solution of blade servers with integrated Lights-Out (iLO), storage, desktops and notebooks helped us establish a high level of business continuity and security protection.”

– Randy Becker, Chief Information Officer,  
CBE Technologies

**CBE** *technologies*



HP Partner CBE Technologies is one of the largest IT management consulting firms in New England. Over the past few years, CBE expanded its reach by purchasing IT services companies in new locations and added depth to its offerings by acquiring an IT security firm and a database administration practice. Each acquisition brought its own IT and telephony equipment and applications to support, resulting in expensive-to-run, decentralized systems.

### **Best-of-breed technology**

CBE has more than 225 staff members and eight offices spread throughout New England. A ninth office is located in New York City. With 145 professional IT engineers and technicians who hold more than 1,000 certifications, CBE is a one-stop IT partner for small and medium-sized businesses, educational institutions and state and local government. Typical clients range from organizations with small IT departments to fast-growing companies that completely out-source their IT functions to CBE.

CBE services include planning and design, procurement and systems integration, as well as remote systems management and onsite support. The company takes pride in providing clients with “best-of-breed” technology. One example is HP Smart Desktop Management Service (see page 4), a package that provides comprehensive data protection, security and support for multivendor networked PCs and complements CBE’s complete portfolio of managed services packaged for small and medium-sized organizations.

### **Acquisitions complicate IT**

As CBE expanded, its IT department inherited new systems that were not strategically integrated. With no central mechanism to connect the offices and no consistency in hardware or software, the IT department was hard pressed to support its new constituencies.

“Security was an important concern,” adds Becker. “We are responsible for protecting our clients’ data as well as our own, so we had to create a very, very secure IT environment.” He also needed to reduce IT maintenance costs and increase accessibility for both staff members and customers.

### **A bullet-proof data center**

To create a secure, highly accessible data center, Becker chose HP ProLiant BL20p servers, an HP StorageWorks

Smart Office Portfolio is a complete family of reliable products, solutions and services that helps growing businesses get better results from their IT investments.

Realizing that this spider web of applications, hardware and networks put customer service and future growth at risk, CBE experts set out to find a solution – a solution that would reduce data center management costs, reduce space requirements, simplify cabling, reduce network connectivity costs and increase system availability and redundancy. In the end, CBE did what it advises customers to do and created a centralized data center based on HP Smart Office technology.

The result is a secure, efficient, accessible HP BladeSystem data center that has improved business continuity and security. In addition, the new data center is less expensive to maintain, operate and support than the disparate systems it replaced. “The combination of reduced costs and improved efficiency makes our new data center a strategic asset that also makes sense on the bottom line,” says Peter Cowie, Chief Executive Officer.



EVA 3000 SAN and an HP MSL 6000 Tape Library, all housed in a secure building with redundant connections to CBE's wide-area network and the Internet. As part of the project, CBE consolidated Exchange servers, SQL servers and file and print servers to the HP BladeSystem.

"Our HP BladeSystem is extremely reliable and efficient," says Becker. "It provides a highly flexible and scalable environment that enables us to embrace change while reducing total cost of ownership. In addition, the consolidation and built-in intelligence of this solution support advanced management tools that simplify IT administration."

Other HP ProLiant server models run CBE's telephony services, which include voice over Internet protocol (VoIP)

technology that allows customers to find and talk to CBE staffers no matter where they are.

CBE uses Bakbone's NetVault software to back up data regularly to the HP MSL 6000 Tape Library. "With this feature, all our data is automatically backed up in a systematic manner that will make it easy to retrieve if the need arises," says Becker. CBE also uses Citrix Access Suite to give mobile users with HP notebook PCs seamless access from anywhere and provide access for location-specific HP thin clients.

To manage the center, Becker's IT staff uses HP Altiris Rapid Deployment, HP Systems Insight Manager, Microsoft® Operations Manager (MOM) 2005, CBE's own OneView software and HP integrated Lights-Out (iLO)

## Challenge

- Create a reliable, accessible IT infrastructure to support both internal and external customers and promote continued growth

## Solution

- Hardware
  - HP ProLiant servers (most recent model: BL20p 3G)
  - HP StorageWorks EVA 3000 SAN with HP MLS 6000 Tape Library
  - HP Compaq Business Desktop PCs
  - HP Compaq Business Notebook PCs
  - HP LaserJet and HP Officejet printers and multifunction devices
  - HP ProCurve Networking Solutions
  - Cisco LAN, WAN and VoIP connectivity technology
- Software
  - HP Rapid Deployment, HP Systems Insight Manager, HP Integrated Lights Out
  - CBE Technologies' OneView
  - Citrix Access Suite
  - Bakbone NetVault backup software
  - RSA Security's SecurID authentication services

## Results

- Improved security for CBE and its customers
- Increased productivity
- Reduced IT management costs
- Improved access for outlying offices and customers
- Improved customer service
- Improved image as an IT management consultant

## Customer/Partner at a glance

- **Organization:** CBE Technologies
- **Founded:** 1984
- **Headquarters:** Boston, Massachusetts
- **Employees:** 225
- **Telephone:** 800.YES.TECH (800.937.8324)
- **URL:** www.cbetech.com
- **Primary business:** IT management and services consulting firm

software. "HP iLO lets us leave the data center unmanned," says Becker. "The only reason we go there is to swap tapes or for routine hardware maintenance."

To ensure continuity throughout the company, CBE also uses several HP ProCurve Networking Solutions, HP Compaq Business Desktop PCs and HP LaserJet and Officejet printers and multifunction devices.

"As we tell our customers, it's important to consolidate IT around a single provider, and nothing can compare with HP for reliability and selection," says Becker.

### A smart investment

With its improved availability, security and reliability, the data center has enhanced customer service. "We're now able to provide an incredible level of uptime for our clients, and they have better access to their business data and to our staff members," says Becker.

The new data center also showcases CBE's capabilities for customers and prospects. "It shows them firsthand the benefits they can expect from using CBE and HP products and services to overhaul their IT infrastructures," says Becker.

"The data center was a big investment, but it's been well worth it," says Rob Brace, chief financial officer. "The management tools are reducing IT costs, and the VoIP feature has eliminated costly phone lines. Reduced downtime and easier access are adding value to every employee in the organization. It's having a very positive effect on our ability to continue growing."

### How HP adds value

CBE's relationship with HP has been a winning proposition for years, says Becker. "HP's support for its products fits well with our commitment to giving our customers superior service. No matter what products you own, HP is available to help 24x7."

"Our HP relationship helps us grow in a number of ways. Most importantly, it enables us to offer our customers a wide selection of solutions, which helps us expand our share in current markets and gain access to new markets," says Jon Whitlock, director of market development.

### HP Smart Desktop Management Service

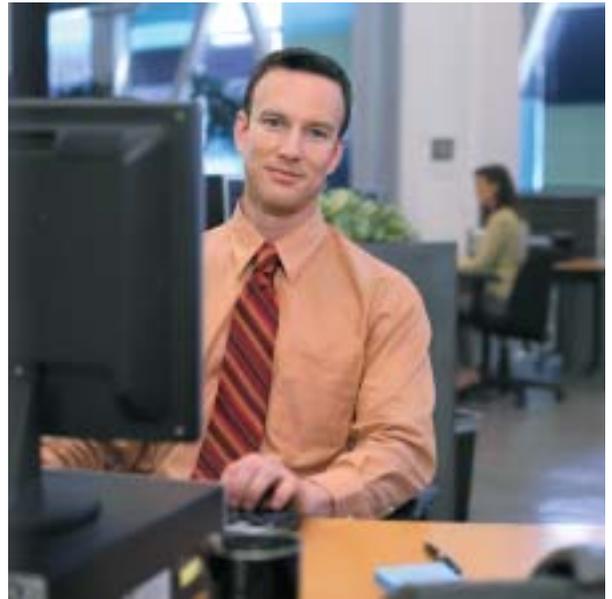
Designed specifically for small to medium-sized businesses, HP Smart Desktop Management Service provides comprehensive data protection, security and support for multivendor networked PCs in one integrated, affordable off-the-shelf solution that is easy to buy and easy to use.

"We are excited about HP Smart Desktop Management Service," says CBE's Jon Whitlock. "It adds significant value for protection against unwanted disasters, and makes a great addition to our portfolio of management services."

Features include:

- o Automatic backup and protection of critical data on desktop systems
- o Automatic removal of viruses, worms and Trojan horses plus stopping e-mail threats
- o Deep scan, active chat, active sharing, self-help and help desk features

Developed in alliance with Symantec, the industry leader in desktop PC security, HP Smart Desktop Management Service can reduce the amount of time that IT professionals spend resolving security issues.



For more information on how working with HP can benefit you, contact your local HP service representative, or visit us through the Internet at our world web address: <http://www.hp.com>