

# Digital haven: HP helps AyalaPort deliver reliable IT services to Philippine businesses

AyalaPort



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– Head of Business Development Hernand "Herns" A. Hermida, AyalaPort

Located in the heart of the Philippine's most prosperous business district resides one of the largest operations of its kind in the country – AyalaPort. It is a technologically advanced IT facility where organizations can implement, host, or deploy mission-critical business systems at a low cost. AyalaPort's business solutions include co-location, hosting, connectivity, disaster recovery, security, managed operations, and application solutions services – all backed by a diverse array of professional services and world-class IT procedures.

In today's highly connected business world, companies face a constant barrage of threats to their IT assets – from



network security intrusions to unexpected power glitches. The ability to resolve and troubleshoot technical issues is critical in AyalaPort's demanding data-center environment. For AyalaPort, a flexible server platform for internal files as well as for backup and disaster-recovery purposes is absolutely necessary. The platform must be scalable to support escalating demands, extremely reliable, and easy to manage for everything from online-backup activities to client archiving.

"As organizations become more and more dependent on IT to maintain market leadership, incidences of system downtime absolutely must be minimized," insists AyalaPort's Head of Business Development Hernand "Herns" A. Hermida. "Any instability of critical systems leads to operational inefficiencies, lost opportunities, and lost revenue.

## Data center provides "sanctuary amidst the technology turmoil"

Technology from HP, such as HP ProLiant servers, an HP network-attached storage (NAS) solution, and HP OpenView management facilities, is an important part of the services AyalaPort offers to its clients. For example, AyalaPort depends on powerful HP servers for both its internal and customer operations, including more than 20 ProLiant systems.





"We like to think of AyalaPort as a digital haven – a place where servers, data, and applications find sanctuary amidst the technology turmoil," explains Hermida. "Our mission is to help organizations operate their information systems so they can focus on running their businesses, rather than managing technology."

**High availability helps uphold strict service-level agreements**

AyalaPort relies on ProLiant DL380 servers to run many of its core business applications – as well as to host corporate Web sites, online transaction processing portals, and many types of enterprise applications. This versatile, rack-mounted server platform features HP Integrated Lights-Out (iLO) management, the latest performance technologies, and high-availability features to help AyalaPort uphold its rigorous service-level agreements. AyalaPort also relies on network-attached storage (NAS) and an HP storage-management solution. AyalaPort employs the HP NAS device as a file server for internal files and office documents, as well as for backup and disaster recovery. For example, AyalaPort's customers use the NAS system as part of an online-backup offering and as a storage pool for client archives. Additionally, AyalaPort is working with technology partners to sell other solutions that include storage capacity on the NAS server.

AyalaPort's Head of Technical Operations Orlando "Orly" S. Barrun explains some of the inner workings of

the Network Operations Center: "The operations staff uses Insight Manager 7 software – in conjunction with HP OpenView Network Node Manager and OpenView Operations – to monitor the servers and networking equipment on a 24x7 basis. This gives us the ability to identify and fix potential problems before they affect users. An interactive console makes it easy to monitor, control, and report on the health of the entire IT environment."

"Our customers rely on us for highly available, stable, and redundant access to many different types of co-located servers, all of which our Network Operations Center personnel monitor around the clock," Hermida emphasizes. "Because the HP ProLiant servers support multiple platforms, we have a great deal of flexibility rolling out customer solutions. ProLiant servers are less expensive to purchase and easier to maintain over the long term. These stalwart servers are essential to meeting the high-availability uptime requirements in our hosting service. They simplify our maintenance activities, help us prevent data loss, and ensure that we can always meet our rigorous service-level agreements."

The high-availability features of the HP StorageWorks solutions improve system performance and availability even further via a redundant controller architecture. "Our HP storage solutions provide a very stable file server, as well as a robust platform for us to deliver data-storage,

backup, and archiving services to our customers," Hermida adds. "We work with HP because of its stable, reliable technology and excellent local support."

**Sophisticated management utilities streamline support and maintenance**

Advanced systems-management and backup software make the HP infrastructure simple to configure, deploy,

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and manage on a day-to-day basis, guaranteeing top-notch performance and data availability for AyalaPort customers. "Hardware failures are bound to happen – even in a data center," says Hermida. "The key issue is how effectively you can make repairs."

OpenView and Insight Manager 7 system-management utilities generate user-defined alerts and a wide range of reports so they can make sound decisions affecting the operation of the business. These proactive management utilities allow AyalaPort's IT professionals to keep the server and storage environments up and running so customers never experience downtime.

"We rely heavily on HP management utilities to manage the entire AyalaPort network," Barrun confirms. "HP OpenView software makes it easy for us to pinpoint problems and perform management tasks. It also helps HP support personnel quickly make repairs by giving them the information they need to track broken network links and maintain outstanding server performance. Monitoring our systems has never been easier. We experience very little downtime with HP equipment."

**Transcendent infrastructure brings world-class data services to customers**

Thanks to its extremely resilient data-center infrastructure, AyalaPort is able to deliver a wide array of technical solutions successfully to small, medium, and large

enterprises. HP Services provides implementation and technical support services. This is essential for AyalaPort's internal operations personnel – as well as for clients who co-locate servers in the AyalaPort data center, since they receive hardware maintenance support as part of the co-location package.

"HP has highly responsive and available service personnel who willingly provide backend support to AyalaPort customers," concludes Hermida. "We constantly focus on delivering world-class products and services, with excellence in operations. With HP's help, we can consistently satisfy our customers' business requirements and exceed their expectations."



**Company profile:**

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## Challenge

- Boost the performance and availability of servers, networks, and storage systems
- Quickly resolve and troubleshoot technical issues
- Respond to escalating customer demands
- Enforce strict service-level agreements
- Minimize downtime
- Identify and fix potential problems before they affect users

## Solution

### Hardware

- 5 HP ProLiant DL380 rack-mounted servers
- 20 HP LP2000r servers
- 40 HP NetServer co-located servers
- HP StorageWorks NAS N2400 system

### Software

- HP OpenView Network Node Manager and OpenView Operations for UNIX
- Insight Manager 7
- HP-UX operating system
- Microsoft Windows NT and Windows 2000 operating systems

### HP Services

- Hardware and software implementation
- Hardware and software maintenance

## Results

- HP hardware, software, and services deliver an extremely resilient data-center infrastructure, allowing AyalaPort to provide technically advanced solutions for its clients.
- Highly efficient HP ProLiant servers maximize CPU power, while minimizing space in the data center.
- HP OpenView and Insight Manager 7 system-management applications allow network administrators to monitor and maintain the entire network infrastructure easily so they can deliver premium data-center services.
- Flexible and efficient HP StorageWorks NAS solution supports demanding file-serving, document-management, and imaging applications.

For more information on how working with HP can benefit you, contact your local HP representative, or visit us at [www.hp.com](http://www.hp.com).

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