Hewlett Packard Enterprise

CONSUMPTION-BASED IT ACCELERATES TIME TO VALUE FOR HOSTED IT SERVICES AT SOPRA STERIA

Improves agility and economics with
HPE GreenLake for HPE Synergy and HPE 3PAR

Industry
IT service provider

Objective
Deliver flexible hosted IT services to a broad range of customers with diverse, dynamic workloads

Approach
Adopt HPE GreenLake consumption-based IT model to provide private cloud as a service on HPE Synergy composable infrastructure and HPE 3PAR storage

IT matters
- Flexes server and storage capacity in line with changing customer demands
- Increases IT agility with pay-as-you-go financial model
- Offloads day-to-day system management, freeing IT to focus on business

Business matters
- Reduces time to market for delivering hosted IT services
- Accelerates customer time to value, improving satisfaction
- Lowers operational costs while increasing IT productivity

Sopra Steria relies on HPE GreenLake consumption-based IT to deliver hosted IT services to a diverse range of customers using a flexible, pay-as-you-go model. This provides Sopra Steria with the ability to quickly, seamlessly scale capacity as individual customer demands grow without the expense of buying additional hardware.

Sopra Steria is an IT consulting and digital services powerhouse, helping enterprises around the world drive digital transformation for sustainable, long-term benefits. Hosted IT services account for about 25% of Sopra Steria's business, and it is growing rapidly. Sopra Steria serves a wide range of public and private customers, some very large enterprises, others are smaller entities with very active project lifecycles. Adapting dynamically to each customer's unique needs requires the ultimate in IT flexibility. HPE GreenLake was a natural fit.

Tor Neset, Chief Technology Officer for Sopra Steria, explains, "We took a strategic decision to move away from the CAPEX model but also needed the ability to scale flexibly. HPE GreenLake provided a pay-as-you-go model, which eliminated CAPEX. Now, capacity is continually balanced by HPE GreenLake, so we don't have periods where we are under-utilized or over-utilized."

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– Tor Neset, Chief Technology Officer, Sopra Steria

Sopra Steria improves agility and economics for delivering hosted IT services with HPE GreenLake consumption-based IT for HPE Synergy composable infrastructure and HPE 3PAR storage

FLEXIBLE IT SERVICES TO MEET DIVERSE CUSTOMER NEEDS

Sopra Steria adopted HPE GreenLake for both its server and storage infrastructure, which supports a variety of hosted customers. For compute, the company chose the HPE Synergy composable infrastructure platform for its versatility and ease of composing virtualized environments to meet diverse customer requirements.

Madjid Saeedi, enterprise architect for Sopra Steria, notes, "We host all kinds of workloads for our customers—databases, custom line of business applications, commercial applications like Exchange and SharePoint. We have over 10,000 virtual machines delivering services. Synergy is well suited to run a multitenant environment like this because we can easily configure segregated virtual environments for each customer while having a common infrastructure to manage. Synergy also brings us improved security, which is very important for our customers, and it's part of our standardization model to deliver the best quality possible at lower cost."

HPE 3PAR storage is a perfect complement to HPE Synergy. Sopra Steria deployed eight HPE 3PAR storage arrays, providing a mix of all-flash and hybrid arrays to suit the broadest range of customer applications.

By operating both HPE Synergy compute and HPE 3PAR storage as a service for Sopra Steria, HPE GreenLake ensures the company always has additional capacity available whenever it's needed, yet Sopra Steria only pays for the capacity actually used based on active and continuous metering to accurately track usage. Moreover, HPE GreenLake includes a host of other services for Sopra Steria, from analytics on utilization trends to provide accurate capacity forecasting and 24x7 monitoring of system health, to hands-on operational services, and strategic long-range consulting. Sopra Steria has complete flexibility in how to consume the HPE GreenLake services.

For example, HPE Synergy is deployed on-premises in the Sopra Steria data center in Norway. Internal technical staff manage the composable infrastructure directly, spinning up virtual machines in response to whatever customer needs arise. In the background, HPE GreenLake keeps an eye on utilization and handles hardware-level administration, proactively addressing any potential system issues or applying updates as necessary.

In contrast, the HPE 3PAR storage arrays are operated and managed by HPE GreenLake with near-shore services delivered from a facility in central Europe. HPE has a wide range of operational service options, providing Sopra Steria with flexibility to choose those options that best fit its business needs. Saeedi observes, "We are very happy having HPE GreenLake run the HPE 3PAR storage for us remotely. It provides a cloud-like experience and we don't have to worry about having local storage experts on staff. We find HPE GreenLake provides a very suitable model for Sopra Steria and our customers."

Neset adds, "Our customers want IT services delivered in the same cloud-like experience that we have without large up-front CAPEX. It is easy for us to extend the HPE GreenLake model to do that, providing them with a more manageable OPEX arrangement, and enabling our hosting services to run with a very favorable 20% margin according to the financial standards of our business."

"WE GET SHORTER TIME TO MARKET FOR DELIVERING OUR SERVICES BECAUSE OF THE FLEXIBLE CAPACITY FROM HPE GREENLAKE. OUR TEAM IS ALSO MORE PRODUCTIVE BY ELIMINATING THE NEED TO SUPPORT THE STORAGE AND SERVERS. HPE GREENLAKE HAS BEEN A GOOD WAY TO DELIVER A SECURE AND STABLE SERVICE TO OUR CUSTOMERS."

– Madjid Saeedi, Enterprise Architect, Sopra Steria

Customer at a glance

Solution
Private cloud as a service for a broad range of public and private customers

Hardware
- HPE Synergy
- HPE 3PAR storage

Software
- VMware vCenter®

HPE Pointnext Services
- HPE GreenLake
- HPE Adaptive Management Services

MORE RESPONSIVE TO CHANGING CAPACITY NEEDS

The efficiency and flexibility Sopra Steria gains from HPE GreenLake and HPE Synergy are significant, eliminating CAPEX, as well as reducing operational and personnel costs by 15%–30% depending on the service. In fact, the greatest advantage is in improved business agility and the ability to scale on demand.

Neset notes, "We have many customers who are growing and some who need spare capacity for migration projects. The ability to consume capacity as needed with HPE GreenLake is essential for us. When we are onboarding new customers or need to scale up for a customer project, we don't have delays waiting for hardware to increase capacity. That is highest value for us that we can scale on very short notice."

Saeedi further points out, "We get shorter time to market for delivering our services because of the flexible capacity from HPE GreenLake. Our team is also more productive by eliminating the need

to support the storage and servers. HPE GreenLake has been a good way to deliver a secure and stable service to our customers."

In fact, with less time spent maintaining systems and provisioning capacity, the IT team at Sopra Steria has more time to focus on higher-level business projects. Saeedi says, "We have more time and resources now to add business value to our organization. Because we're focused on the customer's services, we build more competency in their applications and can help them generate greater value."

Neset concludes, "With HPE GreenLake, we're able to improve customer satisfaction. We can respond faster to customer needs and bring them value more quickly. There's less risk in our business because the servers and storage are continually maintained and updated by HPE. And the pay-as-you-go financial model works for both Sopra Steria and our customers. It's a win for everyone."

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