

Quest[®] STRATEGIC ADVISOR

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Quest | CASE STUDY

Data Center Room Redesign Delivers for Mocse

For Justin Garcia, technology specialist at Mocse, the catalyst for the financial cooperative's data center room redesign could be summed up in one word: HOT.

"We didn't have hot and cold aisles, only hot," says Justin. "We hadn't lost any equipment, but it was only a matter of time."



THE BOTTOM LINE

Thanks to careful documentation and planning, in a single day Quest implemented a future-focused redesign of this financial cooperative's overheating data center that delivers comfort, efficiency, security — and a new ability to proactively manage.

Never designed as a data center, the space was small, had power issues, cable management issues, and a layout that added to the heat problem.

"As Mocse grew, we had to keep adding equipment where we could," he explains. "Due to a low ceiling, we ended up with most of the gear in the back of the room, trapping the heat."

After considering other options like outsourcing or moving the room offsite, Mocse decided it made more sense to find an in-house solution that would enable them to get the most out of the space they had.

They turned to Quest for help — as they have for a number of needs, including managed security and network services, and a recent MS Exchange migration that, with the help of Quest's Jus-

tin Trammell and Gary Cook, went off "without any hiccups," says Justin.

"We know the level of expertise Quest has and how good they are at data center design, construction, and problem solving — and this data center was a problem that had all those elements."

Good for a decade

The three-month-long project was an "all-out effort" that anticipated future growth by organizing the room for better airflow, installing new air conditioning and IT equipment, and raising the roof — literally.

Quest took the lead, redesigning the room, coordinating the construction and other professional resources, and recommending IT and non-IT equipment additions, changes, and products.

The effort, says Justin, was more than worth it, providing Mocse with

MOCSE DATA CENTER REDESIGN (Cont. on p. 2)

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MOCSE DATA CENTER REDESIGN (Cont. from p. 1)

"a much more efficient use of space and energy, and power systems and AC good for the next decade."

But comfort, efficiency, and security constitute only part of this success story. The redesigned data center has also changed how the room and the equipment in it are managed.

"We know if something is occurring, and we know much more about it, which gives us time to prevent issues from getting out of control."

New management tools

"We finally have the tools to proactively manage. We have environmental systems and a managed solution for our UPS unit sending alerts, as well as logs and reports we can review," Justin explains.

"We know if something is occurring, and we know much more about it, which gives us time to prevent issues from getting out of control."

The redesign even took care of pesky, often-overlooked cable management. "Our new cabinets have cable management built in, so no more tripping over cables, no time wasted trying to figure out what goes where."

Although the redesign was a big job, it was accomplished with downtime of a single day, thanks to "a lot of documentation and good planning."

"I documented every connection to every device, and Quest had done excellent planning ahead of time," says

FROM TIM BURKE...

It's Easy to Avoid Data Room Disaster

I heard a story recently about the theft of servers from a data room. The company had locks on all outside doors, but had neglected to install a lock on the server room door.

The thieves would probably have broken that lock, too. Yet the story reminds me how often data rooms get overlooked. The chief reason? Budget ... more specifically, lack of budget.

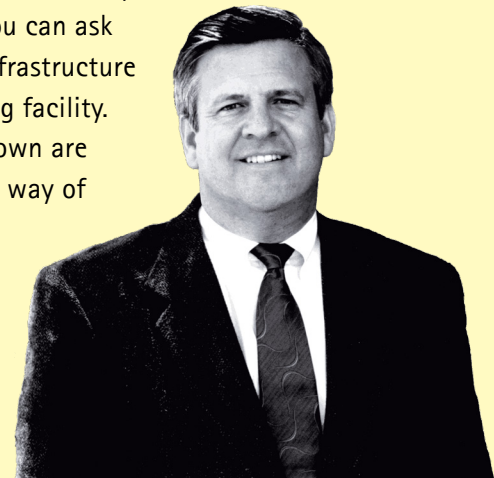
Put off by discussions about costly data center build-out or redesigns, many opt to do nothing, crossing their fingers, hoping nothing bad happens.

Then something mundane occurs, like a failed air conditioning unit or insufficient UPS backup — and suddenly you're faced with anything from the downing of expensive equipment to a total loss of power to the room. That's when you find out how well — or if — your business functions without access to email and critical apps.

Truth is, you don't have to spend a ton of money to get true ROI on a data room upgrade. You can ask for and get the best environment and infrastructure possible within the scope of your existing facility. Perhaps all you need to prevent a meltdown are some environmental controls or a better way of organizing the room to accommodate needed new equipment.

Don't wait until a crisis. Talk to a trusted partner about your options.

CHECK OUT MORE OF TIM'S THINKING AT www.questsys.com/CEOBlog/



Justin. "I was stressed, but Quest's pre-planning meant everything went smoothly — no unexpected backtracking because something wasn't accounted for."

Quest gets SMB

"Quest's people are top-notch. I've worked with Justin Trammell for more than four years and never once has he left me hanging. I would be shocked if I didn't get a timely response from these folks —

they're proactive. And their technical expertise speaks for itself."

Justin also encourages colleagues to try Quest's Assessments. "They're free, you get lunch, and you've got Quest's experts focusing on your issues — what's not to like?" he asks.

Whenever Mocse has a big project, says Justin, Quest is always part of the solution. "We're very fortunate to have a technology partner like Quest. They have many large clients, but they really get the SMB world."

Quest's Professional and Infrastructure Services: When Off-the-Shelf IT Just Doesn't Cut It

No matter how effectively you've used off-the-shelf IT products and services, sooner or later you confront IT issues that are unique to your business — and which require unique solutions.

Tempted as you may be to try shoehorning your particular IT requirement into yet another off-the-shelf offering, sometimes it's far more cost-effective to bring in experienced IT consultants skilled at assembling leading-edge IT capabilities into customized solution configurations that deliver singular efficiency and affordability.

Quest's Professional Services

Quest's Professional Services teams have been meeting clients' unique IT needs for decades with our own unique way of combining people, processes, and technologies to learn your strategic priorities, assess your needs, and work with your staff and within your cost parameters to achieve your goals.

Spanning technology consulting, project management, and staff augmentation, Quest's Professional Services include systems engineering, applications, and infrastructure services.

System engineering

Quest experts have deep experience in design, deployment, migration, and maintenance of ...

- ▶ Operating systems and platforms,
- ▶ Email systems and email archiving/backup services, and
- ▶ Business continuity/disaster recovery solutions.

Applications

Quest identifies and analyzes all facets of your network to ensure smooth performance as part of providing ...

- ▶ Applications programming and development in both legacy and new platform environments,
- ▶ Business process analysis services that gather and analyze business, technology, and operational requirements, and
- ▶ System architecture development and systems design.

Infrastructure services

Quest's expertise in designing, deploying, and maintaining end-to-end networking solutions ...

- ▶ Maximizes the potential of and extends the life of your LAN/WAN/VLAN/SAN, VoIP, and video transport technologies,
- ▶ Exploits network assessments to optimize the performance of your existing equipment and prepare for the future,
- ▶ Uses trending/capacity management to track and record network performance data,
- ▶ Puts customized security policy/procedure implementation to work guiding fast and effective response in the event of network disruption,
- ▶ Includes wireless assessments and telecom audits that can significantly reduce monthly rates,
- ▶ Can meet all of your cabling (re)design, installation, and integration requirements.

DID-YOU-KNOW?

SMB Technology Changes in 2013

Three of market analysis firm SMB Group's 2013 Top 10 SMB Technology Market Predictions* are worth pondering:

- *In 2012, the growth gap between "progressive" SMBs that use technology for competitive advantage and those with flat/decreased IT budgets widened.*

In SMB Group's 2011 research, 81% of progressive SMBs forecast revenue growth for 2012. But only 45% of SMBs with flat IT budgets, and just 34% of those with decreased IT budgets expected their businesses to grow.

This gap widened in 2012: 85% of progressive SMBs have indicated belief that revenues will grow in 2013. Meanwhile, just 42% of those with decreased IT spending and 38% with flat IT spending expect revenues to increase.

- *SMBs will continue to produce unprecedented amounts of data, which must be protected.* In 2013, 55% of SMBs will spend more on data backup, 50% will spend more on security, 36% will spend more on desktop virtualization, and 34% will spend more on server virtualization.
- *Midsize SMBs are struggling to integrate legacy on-premises apps with newer cloud apps and to integrate cloud apps with each other.* At the same time, they are becoming painfully aware of the productivity drain, errors, and lack of visibility that result from applications that "don't talk to each other."

* Source: http://www.smb-gr.com/wp-content/uploads/2012/pdfs/2013_SMB_Predictions.pdf

Coming in the next issue of *Quest Strategic Advisor*:
DESKTOPS-AS-A-SERVICE

What's New...

Keep your business humming
with real-time systems monitoring & management

As you adapt your infrastructure to exploit the power of virtualization and Cloud computing, the opportunities of mobile devices, and an evolving mix of composite applications, the limitations of traditional network monitoring become crippling.

After all, any given technology or app may support several business processes. Likewise, a single business process may be supported by several technologies and apps — all of which depend on diverse distributed computing and communications elements. An isolated issue anywhere in your complex environment can impact part or all of one or more of your business processes.

Now Quest offers a new kind of network and server monitoring solution that does much more than merely track the technical metrics of your IT infrastructure.

Quest's Systems Monitoring & Management solutions combine network monitoring, server monitoring, and Cloud monitoring to identify and watch over scores of interlinked services in real time so that in-depth performance, out-of-limit conditions, and problem resolution can be achieved quickly and simply.

An integrated platform with a wide range of core, advanced, and innovative features, Quest's Systems Monitoring & Management solutions provide effective real-time business performance monitoring that IT employees can use to keep an eye on granular infrastructure elements — while non-IT folks can use them to watch over service performance.


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(www.questsys.com/CEOBlog/)

THE QUEST YOUTUBE CHANNEL

(www.youtube.com/QuesTechUSA)

Master Your Disaster, parts 1-4

DR for the Day ... and much more

QUEST WEBSITE VIDEOS

(www.questsys.com/media.aspx)

Who We Are: Colleagues describe how Quest helped them.

Service Delivery Centers: They're why you can count on Quest.

Business Resumption Center Online Tour: Secure, seismically-stable 24x7x365 availability — Quest's BRC is the ultimate in disaster preparedness.

Business Continuity Planning/Disaster Recovery: More than 25% of businesses damaged from natural and/or man-made disasters never recover. Ensure your future.

DR for the Day[®]: Find out if you're ready — at NO CHARGE.

Data Security: The FBI, security experts, and your peers on today's security issues and how Quest can help protect you.

Overview of our Infrastructure Services

QUEST EXECUTIVE BRIEFS

Getting the Most from Cloud Computing (3-part series):

Learn what it is and how it can help your business thrive (<http://www.questsys.com/getMostCloud/>).

10 Strategic Essentials for Boosting Business' IT Security:

Key strategic security steps every organization should take (<http://www.questsys.com/BoostITSecurity/>).

Protecting Your Critical Business Data: The Data Loss Prevention Payoff: How data loss prevention (DLP) technology can protect corporate data from misuse, malicious or otherwise (<http://www.questsys.com/PowerofDLP/>).

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