

CUSTOMER SUCCESS STORY

# ALL COVERED CONSOLIDATES 30 DATA CENTERS, SCALES CLOUD 2.0 WITH TURBONOMIC

With the **Turbonomic Autonomic Platform**, All Covered supports over 600 engineers and provides reliable IT services through their Cloud 2.0 offering to over 250 distinct clients



All Covered is the nationwide technology services division of Konica Minolta Business Solutions USA Inc., focusing on the unique computing, networking, and application needs of businesses across all verticals.



*“Almost immediately, Turbonomic helped maximize the usage of our existing hosted infrastructure.”*

**Ross Goldstein**

Senior Cloud Architect  
All Covered

**Challenges**

- Experienced massive corporate expansion resulting in the need to consolidate nearly 30 data centers
- Inconsistent quality of Service and disruption of virtualized workloads due to resource contention and system congestion
- Difficulty managing rapidly expanding cloud environment - growing at over 200% YoY
- Inefficient use of virtual and human resources

**Solution**

- Turbonomic intelligently and automatically senses changes to All Covered’s application demand and adjusts infrastructure supply in real-time to improve utilization, assure performance and ensure service delivery to All Covered’s global customer and employee base

**Results**

- Autonomic platform drives real-time workload performance for 600+ engineers delivering worldwide IT services
- Capable of managing 2,000+ cloud-based workloads for continuously expanding client base
- Improved resource utilization and overall efficiency, enabling 5 people to manage thousands of VMs

## Company Overview

For over fifteen years, All Covered, the managed services division of Konica Minolta and leading nationwide IT Services company, has been providing quality IT support services to organizations of all sizes and industries. With over 600 engineers in more than 25 markets, All Covered offers everything from staff augmentation, product design and implementation to cloud services and comprehensive IT support.

Ross Goldstein, Senior Cloud Services Architect, has nearly three decades of experience in the IT industry and joined the cloud services team at All Covered in 2011. Goldstein leverages VMware vSphere® ESXi 5.5™ across his FlexPod® converged infrastructure, including NetApp® storage systems and Cisco® UCS.

## Industry Challenges

All Covered provides support across all components of the IT spectrum, from managed IT services to mobile and IT security. As with any service provider, All Covered is continuously aiming to achieve the economies of scale necessary to deliver competitively priced yet profitable IT infrastructure services that meet the QoS standards desired by subscribers.

However, the increased scale and complexity at which these infrastructures are operated, combined with the enhanced expectations of subscribers, creates challenges for organizations like All Covered who are looking to deliver robust yet cost-effective managed services.

## Consolidating 30 Data Centers

In 2012, All Covered introduced their Cloud 2.0 offering, further extending their clients' on- and off-premises capabilities. Meanwhile, the company continued to expand its presence, acquiring local MSPs across the country. To more effectively manage the overall infrastructure, All Covered set about on an initiative to consolidate nearly 30 distinct data centers into two flagship locations, one in Ashburn, VA and the other in Chandler, AZ. What they needed was a platform to map out the newly consolidated data center topography, outlining the resource needs and necessary changes to ensure performance and efficiency. What they needed was control.

## Delivering "Cloud 2.0" across 2,000 Workloads

"Almost immediately, Turbonomic helped maximize the usage of our existing hosted infrastructure," said Goldstein. "We now know exactly when we need to buy new hosts or provisioning additional resources for

*"Turbonomic right sizes the environments in a way that makes complete sense and helps us avoid overprovisioning. Consequentially, all cost savings are passed down to our clients."*

both our clients' and our own internal infrastructure." Turbonomic now manages All Covered's 2,000 cloud-based virtual servers, providing services to more than 250 clients utilizing the Cloud 2.0 platform, a number which is growing each day.

Less time monitoring means more time dedicated to expanding existing services and company presence. "We're continuing to grow rapidly, and during the acquisition process Turbonomic can look into the virtual environment to map out our plan of action," said Goldstein. "When consolidating data centers, we can easily prepare for bringing on new workloads and ensure they receive the resources they need, without disrupting services to the engineers and their clients."

## Continuous Service to over 600 Engineers Worldwide

Goldstein and his five-man team are tasked with maintaining the ongoing health and well-being of several thousand virtual servers, which is no easy feat. "Our customers are the more than 600 engineers delivering All Covered's IT services to clients nationwide," said Goldstein. "Our job is to ensure they have everything they need to give their clients the best possible services, that means assuring the cloud-based infrastructure is running smoothly and costs are kept low."

Turbonomic's actionable recommendations and reporting capabilities enable Goldstein and his team to keep the environment in this perpetual healthy state and to show both the engineers and their clients what changes were implemented, why and the immediate benefits of doing so.

*"Turbonomic allows us the insight and control our engineers require to right-size our clients' environments to maximize their efficiency and utilization"*

### About Turbonomic

Turbonomic delivers an autonomic platform where virtual and cloud environments self-manage in real-time to assure application performance. Turbonomic's patented decision engine dynamically analyzes application demand and allocates shared resources to maintain a continuous state of application health.

Launched in 2010, Turbonomic is one of the fastest growing technology companies in the virtualization and cloud space. Turbonomic's autonomic platform is trusted by thousands of enterprises to accelerate their adoption of virtual, cloud, and container deployments for all mission critical applications.