



Industry: Incentive management, employee recognition, and customer loyalty solutions

Business need: Ability to quickly accommodate changing customer requirements

Solution: A scalable, software-defined storage platform with support for block, file, and object volumes and a complete set of enterprise features

Technology:

- < Hedvig Distributed Storage Platform – software-defined storage
- < Dell servers – x86-based storage cluster featuring SSD and HDD media
- < VMware vSphere – hypervisor-based workloads

Benefits:

- < Ability to simplify IT and accommodate a wide range of workloads with a single platform
- < Accelerated application performance through auto-tiering and intelligent use of flash media and hard disk
- < Efficient utilization of hardware resources with inline deduplication and compression
- < Lower TCO for storage by taking advantage of commodity infrastructure



Rideau

Maximizing business agility with Hedvig

Founded in 1912, Rideau is North America's leading source for web-based incentive management solutions. Rideau's innovative and easy-to-use employee recognition and customer loyalty programs change the way companies recognize employee service and achievement, reward individual and team performance, and strengthen customer relationships and loyalty. Its expertise helps clients build positive relationships that reflect the company's values, increase revenues, and exceed customer expectations.

Business challenges

Core to Rideau's mission is using technology to drive the business agility. As part of its mission to translate technology to innovation, Rideau takes advantage of software defined computing, networking, storage, and security and has offered a software-as-a-service (SaaS) solution since 1995.

Rideau has reaped the benefits of moving to a software-defined infrastructure. The approach has paid off many times for the company.

Despite being an early adopter of software-defined storage (SDS), Rideau quickly realized it was still deploying "silos" of storage because no single solution supported the mature storage capabilities they required in a software-only solution. The company partnered with partner Fabrics4Clouds to reexamine the storage landscape in search of a software-defined storage solution that could fuel the next level of agility and competitive advantage.

Solution

In December of 2014, Fabrics4Clouds approached Rideau with the Hedvig Distributed Storage Platform, a solution that would overcome feature gaps it had experienced with its incumbent SDS solutions. After an evaluation of the product, Rideau agreed Hedvig would drive simplification in its environment and further advance the company's modernization efforts.



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— Patrick Elalouf, CIO, Rideau

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The Hedvig Distributed Storage Platform provides a single, unified software-based solution that reduces storage costs by 60% and lets enterprises tailor a modern, high-performance, elastic storage system with low-cost commodity hardware to support any application, hypervisor, container, or cloud. The solution frees Rideau from the limitations of incomplete storage solutions, empowering the company with a comprehensive suite of data services with massive scalability.

Results

Rideau's infrastructure is now a living, moving, and adapting entity. The company leverages an agile IT project management model — a complement to its scale-out storage system. “The move to software-defined infrastructure has delivered more capacity, performance, continuity, and IT agility than any other IT change over the last two decades,” explains Patrick Elalouf, CIO of Rideau. “Solutions like Hedvig enable us to remain competitive and adapt to hanging customer requirements.”

Rideau no longer shies away from applying active patches, rolling upgrades, or re-purposing infrastructure to meet business needs. First up, Rideau is deploying Hedvig with its development and administrative pool environments. “Hedvig is a critical component of our agile approach to infrastructure. We can implement, test, and deploy new infrastructure into production on a quarterly basis whereas in the past it was measured in years,” says Elalouf. “Hedvig's provisioning and automation capabilities are critical to ensuring we continue to deliver rapid business capabilities when they need them, and not six to twelve months later.”



ABOUT HEDVIG

Built by software engineers of the world's largest distributed systems, Hedvig delivers modern storage for enterprise compute environments running at any scale. Customers using the Hedvig platform transform their storage from a box where data resides to a fundamental business enabler.

