



CHR Solutions, headquartered in Houston, TX, is the leading provider of Business Support System/ Operations Support System (BSS/OSS) software solutions, engineering, and managed IT and NOC services. Its solutions address the operational and marketplace challenges faced by today's Communications Service Providers (CSP) that serve the United States. The company is committed to

providing solutions that keep you one step ahead. Its team of industry experts helps companies grow revenue and improve operations.

CHR Solution's Omnia360™ BSS/OSS SaaS offering is undergoing unprecedented growth due to clients opting for cloud-based, hosted solutions. Being a data-intensive application, this growth drove the need for a high performance, low cost, easy-to-maintain SAN to handle the needs of its clients.

The company made the switch to Tintri IntelliFlash systems, migrating the entire SaaS operation to provide a more robust and efficient experience to its consumers.

## The Challenge: Delivering SaaS Performance

The company faced the challenge of seamlessly evolving from legacy storage technologies to a solution that would provide the density, capacity, and speed required by its data-intensive applications.

CHR Solutions' Omnia360 isn't your traditional billing platform. CHR's Omnia360 is an open platform that is fully scalable and flexible, providing seamless integration with the solutions any CSP or utilities company could need all in one SaaS platform.

Until 2017, CHR mostly depended on spinning drives with no flash storage. The database for CHR's Omnia360 took up a significant portion of the old systems' I/O capacity and could not keep up with system demand. This led to a notable issue with data storage and performance as CHR continued to expand its business.

"Our SaaS environment was struggling to keep up with the increased demand for data storage and performance. A big draw to our BSS/OSS platform is its openness and high scalability, so we needed a solution that properly aligned with ours," said David Raucher, Director of IT and Managed Services at CHR Solutions. "We weren't as stable as we could have been, and we needed to fix that."

## The Solution: IntelliFlash HD-Series and T-Series

CHR Solutions shopped for a SAN storage solution that would properly handle the growth of the company and its consumers while still providing the best performance possible. After perusing various options, CHR narrowed the search down to IntelliFlash and a few other solutions.

The company knew exactly what kind of solution it was looking for and its primary goals for new SAN storage were reliability and performance. Additionally, they needed something that could provide a performance boost while improving data compression and reliability. IntelliFlash with its robust feature set and rock-solid flash performance was notable and met the expectations of CHR Solutions.

"But what really impressed us was the software. The compression and deduplication it provided are phenomenal and really blew us away. The fact that the software improved our quality of life by its ease-of-use was just a cherry on the top. Choosing IntelliFlash was an easy choice," said Raucher.

IntelliFlash systems are fully redundant, without a single point of failure. Since all media are dual-ported and accessible through a pair of active/active controllers, users can take instantaneous and space-efficient snapshots that can be replicated for disaster recovery purposes locally,

## Challenges

- Evolve from legacy storage platform for performance, density, and capacity
- Speed data-intensive applications
- Support fast-growing BSS/OSS SaaS environment

## Solution

- IntelliFlash T3600, T4200, and HD2040 storage systems
- IntelliFlash-powered CHR's SaaS environment

## Results

- Improved SaaS environment with enhanced capacity, speed, and performance
- 3.5:1 compression of production data for efficient data storage
- A visible increase in SaaS application performance
- Highly available storage environment to support the growing business needs
- Ample all-flash and hybrid storage capacity to support future business growth



remotely or to the public cloud or any S3-compliant object storage through the IntelliFlash S3 Cloud Connector. The inline compression and deduplication on SSDs and HDDs within the systems significantly reduced storage acquisition costs. Redundant virtual server operating system images as well as hundreds or thousands of persistent VDI instances are reduced to a single flash-based storage instance that can launch in seconds.

## The Results: Improved Customer Experience

Once CHR Solutions deployed the IntelliFlash systems and migrated databases to flash storage, it saw an immediate performance increase across applications. This has resulted in its clients experiencing improved application performance, increased productivity, and better overall customer experience. The IntelliFlash support team providing proactive back-end support to ensure the smooth running of CHR Solution's storage environment has additionally provided the company with a sense of security when encountering any IntelliFlash issues for business continuity.

Beyond improved performance, IntelliFlash is increasing the efficiency of CHR Solution's SaaS environment. "When we moved everything over to IntelliFlash, we saw a compression and deduplication rate of over 3 to 1, making our storage much more efficient than it ever has been. This is helping CHR Solutions provide a better experience to even more customers without purchasing more arrays," said Raucher.

The switch to IntelliFlash to power CHR Solutions's SaaS environment has turned out to be a good decision for the company. The systems have been reliable, the support has exceeded expectations, and the company's decision to choose IntelliFlash has paid off successfully.

Experience different! For more information on how IntelliFlash can turbo-charge your business success through a simple, intelligent infrastructure, visit [tintri.com/intelliflash](http://tintri.com/intelliflash).

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*David Raucher, Director of IT and Managed Services, CHR Solutions*

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