Case Study

> **"Migrating to iWV's virtual servers improved our platform's performance 70%. Support issues also plummeted 90%."**

Chris Brochere
Manager, EDMI

EDMI

Company :
EDMI NZ Ltd

Industry :
Public Utilities—Electricity

Company Size :
NZ—10 to 50 empolyees
Global—500 + employees

Established Since : 2012

Presence :
Australia, China, Colombia, India, Indonesia, Japan, Malaysia, New Zealand, Philippines, Singapore, Thailand, UK, Vietnam,

Situation :   EDMI designs and manufactures metering systems for global utilities. Their electrical meters incorporate remote sensing hardware/software. This allows instantaneous reporting, and control via the internet. With five manufacturing sites, located across 13 countries, EDMI's smart meters are installed in millions of locations globally.

Task :   EDMI's rapid growth in its metering SaaS business was being hampered by its own IT infrastructure. As new clients came on board, this required additional servers and extra staff to manage them. Both factors were causing frustrating delays. Their service's reliability also started to deteriorate due to the rapidly increasing size and outgrowing of initial hardware investments.

EDMI concluded that managing servers wasn't a core competency. "We didn't want to continue to buy server hardware, or deal with anything within physical data centres. We wanted an elastic and virtual, data centre." says Chris Brocheré, Cloud Services Manager.

After considering several providers, they chose iWV due to multiple factors. Winning them over was iWV's market reputation, compatible operational size and geographic redundancy.

Action :   iWV proposed using virtual cloud servers, based at Auckland's data centre. It allows rapid scalability, cuts costs and outsources the support needed. "We run a large number of virtual machines, with a single staff member able to easily over-see the entire system in real-time and respond as necessary." says Chris.

Result :   After switching to iWV's virtual servers, EDMI witnessed a 70% overall performance boost. Not only did processing times decrease, but disk input/output-per-second rates grew and server stability improved significantly. There was also more efficient resource utilization across the rolling systems.

Better yet, EDMI also noted a 90% drop in support overhead. This included reductions in; faults logged, hardware failures, system reboots and physical call-outs. "IWV has allowed us to really focus on our core business solutions and enter markets very quickly" says Chris.

Chris' final advice, "Let go of those outdated misconceptions around cloud and take a look at what's happening now and give cloud a real shot."

iW ICONZ-WEBVISIONS