



Supporting an International Civilian Agency's Search for a New Server Platform

With the help of Jeskell consulting and Dell servers, a federal client running critical, customer-facing applications in multiple locations throughout the country transitioned to a new server platform to comply with changing procurement rules.



The Challenge

What's an agency to do when it is required to conduct a complete server platform overhaul? One client—an international civilian agency—turned to Jeskell for help.

In this unusual situation, the client did not want to change its server platform—in fact, they were perfectly happy with it. All they wanted was a refresh. But when their preferred platform was sold to a foreign company with national security restrictions, the client needed an alternative that would comply with [US security laws](#).

Facing a wide range of options, and worried about issues with support, maintenance, & escalation support, the client turned to Jeskell for assistance.

The Solution

A trusted partner with a proven track record at the agency, Jeskell quickly launched a thorough research investigation into the best options available.

The easy option in this case would have been simply expand another platform that already existed in the client's environment. However, Jeskell knew that platform would not adequately meet the client's needs and requirements for its mission-critical data.

A more powerful, specialty platform was another option. But Jeskell testing revealed that this option—which initially seemed like a good alternative—would have been cost-prohibitive due to the need for application reprogramming. It also would have been unnecessarily powerful, compared to the client's needs.

Ultimately, Jeskell's investment of time and research led to the selection of Dell FX2 servers. Compact, light-weight and modular, these servers provided the requisite amount of power and performance, but with better environmental conditions than the original platform had offered. And when questions arose about training personnel on the new platform, and how support and maintenance would work, the answer was simple—Jeskell would provide it all.

The Outcome

Jeskell recommended a solution that met all of the client's requirements, without giving them more than they needed. The Dell FX2 servers were powerful enough to support the client's mission-critical applications and data, but saved space by having a smaller, more economical footprint. They also offered better redundancy than the client's alternate platform, which located all six blades in a single chassis. The Dell FX2 option split six blades into two separate chassis, removing the possibility of a single point of failure.

Jeskell was able to ensure a seamless transition to the new platform by acting as the single-point-of-contact for maintenance, support, escalation, and training. Jeskell arranged and hosted a series of OEM-led classes on the new platform for the client's personnel. The classes were offered both live and online in order to best accommodate busy schedules. And in-person attendees got the additional benefit of hands-on access to the Dell FX2 servers installed on-site in Jeskell's Innovation Center.

In this instance, the key to success was communication. By maintaining an ongoing conversation with the client about their business, technology, and budget requirements, Jeskell was able to recommend a solution designed to meet their specifications and provide services to enable the client's use of their new platform.



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