

# MITSUBISHI ELECTRIC INFORMATION NETWORK CORPORATION (MIND)

Cloud business redefines storage with cutting-edge resources control tool



## ESSENTIALS

### Industry

Cloud Services

### Company Size

2,636 employees (as of April 2015)

### Business Challenges

- Create an integrated storage pool for optimized cloud services
- Automate provisioning of multi-vendor storage resources
- Reduce administration complexity

### Results

- Enabled open, efficient, and integrated storage
- Achieved reduction in storage allocation from one day to five minutes
- Allocated resources to strategic planning instead of administration
- Enhanced customer experience through faster service delivery

## SINGLE RESOURCE DATA CENTER

Mitsubishi Electric Information Network Corporation (MIND) provides customers with services spanning the development, operations, and maintenance of networks, data centers, and applications. MIND's cloud service menu includes IaaS, SaaS, and DaaS, and virtualization is at the heart of their offering. Yasushi Nagata, Manager of Cloud Services Department at MIND says, "Our ultimate goal is to fully automate our data center to become a software-defined data center (SDDC). By automating and pooling all our resources, we can deliver cost-effective, high-quality operations."

As part of MIND's drive to implement a SDDC, it chose to participate in the EMC® ViPR® Early Appraisal Program (EAP), to evaluate installing EMC ViPR Controller, integrated with VMware® vSphere® and VMware vCenter™. EMC ViPR Controller is storage automation software that centralizes, automates, and transforms storage into a simple and extensible platform.

The appraisal mostly focused on functional aspects and what MIND was looking to confirm were the benefits for the company, were it to install the EMC solution for their cloud services. MIND assessed the solution's ability to integrate operations and administration of all storage in its multi-vendor data center. "By consolidating our disparate resources into a single resource pool, we found that ViPR Controller significantly reduced operations and administration time. Integration with VMware vSphere and VMware vCenter were simple. Tasks such as allocation, expansion, and deletion were effectively automated and managed," says Nagata.

Consolidation has made it possible for IT staff to spend five minutes allocating customer storage, compared to one day. Customer satisfaction has increased, while the extra time means IT is free to concentrate on more strategic, high-value projects. Customers also benefitted from a choice of data protection solutions, providing them with more control over their own security policies. MIND is confident that ViPR Controller will become a vital component of its cloud service platform.

## ENVIRONMENT

MIND evaluated EMC ViPR Controller in two phases. The first was to assess the solution's integration with its existing environment, and the ability to pool EMC and third-party resources into a single pool for automation. In phase two, integration with VMware vRealize® Automation was evaluated. The appraisal environment consisted of two servers configured with VMware vSphere and VMware vCenter. Servers were networked with EMC VNX5200® with EMC VPLEX® via SAN switches, to create a three-node cluster ViPR Controller environment.

REDEFINE

CUSTOMER PROFILE

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## Solutions

- EMC ViPR Controller
- EMC VPLEX
- EMC VNX5200
- VMware vSphere
- VMware vCenter
- VMware vRealize Automation

Nagata says, "Our appraisal of ViPR Controller was overwhelmingly positive. It demonstrated huge gains in administrative efficiency, and gave us confidence that we can provide customers with choice and flexibility. We believe that ViPR Controller will serve our cloud platform very well."

## OPEN, EFFICIENT AND INTEGRATED STORAGE

Storage at MIND is based on multi-vendor solutions, and the company's goal of software-defined storage (SDS) within its SDDC platform can only be achieved by pooling its current resources. The ViPR Controller is an extensible storage architecture and provides MIND with the flexibility to extract and pool resources from EMC, and third-party storage into a single platform. Resources are then automatically delivered to customers via a policy-driven, self-service catalog.

Feedback on REST API controls and integration with VMware confirmed the suitability of ViPR for MIND's cloud service operations. ViPR 2.2 also provided MIND with the option of pooling resources that are geographically distributed into a single space using meta-data driven policies. The company operates from several data centers in Japan, and geo-distribution has delivered greater resource and efficiency gains.

"What used to take a dedicated storage administrator one whole day to execute, now takes five minutes using the integrated ViPR Controller interface. This means we can respond to our customers' needs promptly, which is a fantastic customer service benefit for our company."

Yasushi Nagata  
Manager of Cloud Services Department at MIND

## SERVICE DELIVERY TRANSFORMED

MIND's cloud services can be transformed via the integration between ViPR Controller and VMware vRealize Automation. Previously, when a user logs a request to create a virtual server in a private IaaS environment, the server, storage, and network administrators had to coordinate activities to create the virtualized environment. With ViPR Controller and VMware vRealize Automation, this can be executed via a self-service portal, with the user simply selecting what they want from a menu list of options. The ViPR Controller and VMware solution then creates that environment in accordance with their request.

"With VMware vRealize Automation and ViPR Controller working together, our teams can check at a glance the status of user demand on system resources. That leaves them with more time for strategic work rather than administrative duties," says Nagata.

## STORAGE ALLOCATION IN FIVE MINUTES, NOT ONE DAY

Without a single pool ViPR Controller solution, the server and storage administration teams have to work in silos with their respective toolsets to allocate storage to a customer. Now that ViPR Controller can create a single pool of storage from any shared virtual resource, the task of increasing customer storage is dramatically simplified.

## Customer Overview

Mitsubishi Electric Information Network Corporation (MIND) is a cloud solutions provider for the Mitsubishi Electric Group. MIND develops and delivers a range of solutions to businesses in the finance, manufacturing, and logistics industries.

Nagata says, "What used to take a dedicated storage administrator one whole day to execute, now takes just five minutes using the integrated ViPR Controller interface. This means we can respond to our customers' needs promptly, which is a fantastic customer service benefit for our company."

## DELIVERING SECURE, EFFICIENT CLOUD SERVICES

Security of customer systems is crucial for customers' peace of mind, and ViPR Controller supports data protection technologies from multiple third-party vendors. "By extracting, automating, and pooling our storage resources, we deliver more convenient, high-quality operations. Integration with our customers' data protection technologies ensures our reputation for safety is protected," says Nagata. Looking to the future, the company aims to build its MIND's cloud services portal by bringing together monitoring tools such as VMware vRealize Operations Manager, as well as an orchestration tool in the shape of VMware vRealize Orchestrator. This allows data management of server resource and network workloads using a fully integrated SDN (Software-Defined Networking), SDS and SDC (Software-defined Computing).

## CONTACT US

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