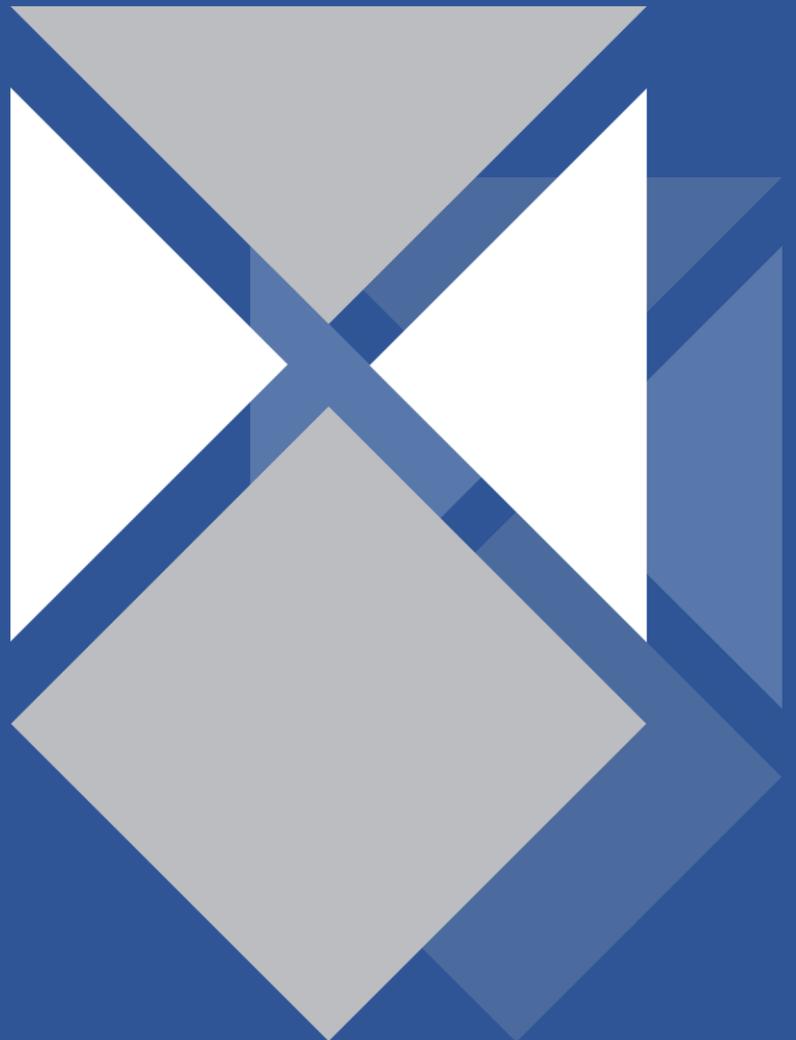




Case Study

NP Group Tecnologia Ltd



LEARN WHY ...

NP Group Tecnologia Ltd, Brazil uses DefendX Software to manage their file data.

About NP Group Tecnologia Ltd



NP Group Tecnologia Ltd is a leading provider of infrastructure, datacenter, service desk, and onsite support. They are Microsoft experts and provide a large variety of consulting services for Microsoft platforms, including all Windows versions, Windows XP, Vista, Windows Server 2008, SQL Server 2005 and 2008, Exchange 2007 and 2010, SharePoint 2007 and 2010, Dynamics CRM 4.0, System Center Virtual Machine, and Hyper-V Server.

NP Group specializes in management processes, is highly qualified, and is certified in Microsoft platforms and other leading technologies. NP group focuses on the full satisfaction of their customers and is committed to the continuous improvement of their management processes. NP Group is headquartered in Sao Paulo, Brazil. Their enterprise and mid-market business units have over 1000 employees.

“NP Group is a fast-growing high-tech solution provider and integrator. We help our customers stay on the leading edge of technology. If a company wants to modernize their infrastructure, streamline their datacenter operations, or optimize help desk services, or needs onsite specialists to support their projects, NP Group has the answer.”

“Recently, several of our customers asked us for help in finding a better way to manage their ever-growing file data. NP Group was experiencing a similar problem with our own data growth. We began a search to find the best file data management solution for ourselves and our customers.”

Ariovaldo Batista
Senior Buyer and Cisco Specialist
NP Group Tecnologia Ltd

Challenge

“We looked at a several manual and basic file management products. The issue we had with these products is that they didn’t scale. This was not only a problem for us, but a problem for most of our fast-growing enterprise customers seeking a similar solution. Another issue is that our customers needed a completely integrated, full-featured solution. In addition to understanding data composition, we needed a solution to control it, manage it, filter it, secure it, and protect it in the most cost appropriate manner. The vast majority of products only met a percentage of these needs. We needed a solution that met all of our needs and the needs of all our enterprise customers.”

Ariovaldo Batista

*Senior Buyer and Cisco Specialist
NP Group Tecnologia Ltd*

NP Group needed to find a complete file data management solution that they could use for themselves and also recommend to their customers. NP Group has a large number of servers, each with limited capacity. As their business grew and more employees joined their ranks, NP Group started to experience exponential data growth. They quickly realized that their existing server capacity would shortly be consumed.

Most other businesses would have simply bought more servers and storage to deal with the problem. But NP Group knew that with more servers and storage comes a significant increase in complexity and hidden costs like backup and maintenance. And without first understanding and controlling their data, they were not solving the bigger problem; they were only addressing the immediate crisis.

NP Group needed a strategic solution that would allow them to take charge of their file data, control growth, and accurately predict their long-term storage requirements. Moreover, they needed a solution that they could recommend to their customers.

Solution

The IT team at NP Group knew they needed to take action to understand and control their file data growth. They also needed a solution that they could implement internally and with their customers in three simple phases:

1. Identify the file data problem
2. Implement the policies and controls needed take charge of the file data
3. Monitor the results and predict the future

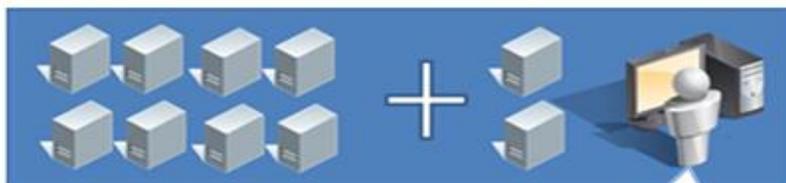
After looking at several options, checking with all the members of the technical services team on their experience, and receiving information from analysts, NP Group decided that the best and proven solution was provided by DefendX Software, and they immediately deployed DefendX Software Control-QFS™ (Quota and File Sentinel™).

With DefendX Software Control-QFS, NP Group was able to control their data and optimize capacity utilization. They could set hard and soft capacity limits for all their departments and users so they could control how much capacity is consumed. With quotas, they also controlled how much data needed to be backed up and replicated to reduce data protection windows and costs. They could automatically notify their users with alerts as they approached their capacity limits. Users and administrators were also provided with the tools and information needed to understand, delete, or archive their own data. They were able to identify old or stale files that should be removed or archived and block non-business-related or illegal files from consuming large amounts of capacity.

Approximately 1000 + NP Group Staff members creating, storing, and retrieving files



Multiple Servers



DefendX Software Control-QFS automatically monitoring, assessing and blocking files in real time

“With DefendX Software, we’re able to understand the file composition of our total infrastructure so we can take the steps needed to manage and predict our data growth while continuing to meet the needs of our users and customers. We’ve been using our own success with this solution as a model to demonstrate to our customers what they can do to take charge of file data within their own environment.

“We were very pleased to see how easy the DefendX Software solution was to deploy and use. The technical support team at DefendX Software was extremely knowledgeable and responsive. They understood our environment and goals and helped us with anything we needed. The implementation process was one of the smoothest we had experienced. Thanks to the Professional Services team at DefendX Software, we’re now experts on the DefendX Software solution and the benefits it will deliver, and if we need any added support, they are always ready to team with us to support us and our customers.”

Ariovaldo Batista

Senior Buyer and Cisco Specialist
NP Group Tecnologia Ltd

Result

The benefits achieved by using DefendX Software file data management solutions:

- ✓ **Deferred the cost of adding more server storage** by recouping capacity and optimizing the efficiency of current storage resources
- ✓ **Streamlined data protection** by reducing the number of files being backed up and replicated to the DR site
- ✓ **Made growth predictable** with detailed analytics of file types and growth trends
- ✓ **Delivered control** to halt data sprawl by limiting the amount of capacity available to each user, department, or branch
- ✓ **Lowered future storage capacity investments** through automation, capacity conservation, and using file data management to ensure efficient storage utilization
- ✓ **Made users part of the process** by setting capacity quotas and providing the insight and tools needed so users could manage their own data

The Future

As NP Group continues to grow with additional staff and customers, they will create more data to support their needs. DefendX Software Control-QFS will allow them to control their data growth with quotas and file blocking, eliminate waste by identifying old, duplicate, and unneeded files, and simplify help desk operations by putting individual users in charge of their own file data.

In addition to understanding the best way to manage their own file data, NP Group learned firsthand how to implement DefendX Software solutions using a simple and efficient three-step approach. As they deploy more and more DefendX Software solutions among their customers, NP Group will continue to work with DefendX Software to discover new ways to streamline data management and help conserve and protect data and storage capacity.

About DefendX Software

DefendX Software puts users in charge of their file data and is the only company providing file data management solutions that deliver all of the enterprise-class features needed to understand, manage, monitor, and secure file data completely. DefendX is a global leader and has been chosen by the majority of Fortune 1000 companies and thousands of customers in private and public sectors for providing leadership through superior solutions, professional services, experience, and trusted advice. DefendX delivers a single solution across the entire data storage environment, from individual files and users to an entire global enterprise across thousands of systems and sites. DefendX reduces the cost and complexity associated with the exponential growth of file data. We are located on the web at www.defendx.com.

DefendX Software Control-QFS™

DefendX Software Control-QFS™ controls costs with automatic policy enforcement and growth management for both CIFS and NFS shares. Control-QFS enables organizations to create and enforce storage quotas, block unwanted files, and delete or archive old, non-business-related, or illegal files while improving the end-user experience by automatically communicating storage policies and providing tools to help them manage their own data and storage resources. System administration is simplified with automated, user- or department-specific file data management policies to control data growth.

“Control-QFS provides a unique and unified management infrastructure. This is an easy-to-use interface that manages all storage resources regardless of platform or geography. Network administrators will find it easy to develop and enforce sound storage management policies using the Control Family of Products.”

Contact Us

DefendX Software
119 Drum Hill Road. #383
Chelmsford, MA 01824
800-390-6937
info@defendx.com
www.defendx.com



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