

ENSURING HIGH PERFORMANCE AROUND THE CLOCK

Jiguang transforms the management of its big data platform to provide mobile services for millions in China



Technology | China

Business needs

Jiguang intends to transform and further enhance its hardware management for a business-critical big data analytics platform, while automating and simplifying its IT administration to lower costs.

Solutions at a glance

- [Enterprise Support](#)
- [ProSupport Plus](#)
- [Big Data](#)
- [Servers](#)
- [Data Center](#)
- [OpenManage Systems Management](#)

Business results

- Optimizes big data analysis with high-performance servers
- Updates hundreds of servers in hours instead of days through automation
- Administers servers remotely and significantly reduces costs
- Lowers risk of performance challenges with proactive assistance
- Resolves potential hardware issues fast before they become problems
- Saves time with dedicated Technology Service Manager for all support issues

“With ProSupport Plus, issues can be resolved in hours instead of days with standard support.”

Zhang Fei Peng
Director of Operations, Jiguang

Jiguang is a leading brand of mobile data services, operated by China-based Shenzhen Hexun Huagu Information Technology Co., Ltd. Jiguang serves approximately 100 million customers through its clients; which include Industrial and Commercial Bank of China, Starbucks, and Bilibili. In total, it has a share of more than 90 percent of the mobile-device market in China.

Supporting business-critical services

The services that Jiguang provides include push notifications and alerting its clients' customers to special offers. Clients are also offered cloud-based storage, instant messaging and big data analytics services. Its big data analytics service is delivered by a CDH Cloudera Hadoop platform running on Dell EMC PowerEdge servers. Zhang Fei Peng, director of operations in Jiguang, says, "We've been using Dell EMC PowerEdge servers since we built the big data platform four years ago. We continue to use these servers because of their high performance and above all, their reliability. Our customers rely on our big data analytics, one of our most important services, for the development of their services and marketing strategies."

Optimized performance through proactive management

Jiguang wants to transform the way it manages the Dell EMC server platform underpinning Jiguang's Hadoop cluster. Jiguang desires to move away from the simple break/fix control and administer IT proactively. "We want to tackle potential server issues before they become real problems and affect platform performance," says Zhang. As a result, Jiguang chose ProSupport Plus to ensure proactive server management and simplify support. As part of the service, Jiguang uses SupportAssist Enterprise, an application that comes with the servers to automate technical support. If the application identifies a hardware issue, it automatically opens a support case with Dell EMC

Support. "We've seen a total transformation when it comes to support services. With ProSupport Plus, issues can be resolved in hours instead of days with standard support," says Zhang.

Updates hundreds of servers in hours instead of days

In recent months, Jiguang extended the degree of transformation by implementing OpenManage Essentials (OME) with the recommendation from its Technology Service Manager (TSM). Up to this point, Jiguang had no solution to automate server management. Comments Zhang, "In the past, we managed our PowerEdge servers manually. But now we can deploy, maintain and update the 500-plus servers supporting our big data analytics platform automatically. It used to take us two or three days to update the servers. With Dell EMC OME, it takes no more than four or five hours."

"It used to take us two or three days to update the servers. With Dell EMC OME, it takes no more than four or five hours."

Zhang Fei Peng
Director of Operations, Jiguang

Operates servers remotely, significantly reducing costs

Jiguang uses Dell EMC OME in tandem with the integrated Dell Remote Access Controller (iDRAC) to administer the servers. At the moment, Jiguang uses iDRAC 8, but it plans to move to iDRAC 9 when it deploys 14th generation Dell EMC PowerEdge R740 servers in the next 12 months. “The biggest advantage of iDRAC for us is the remote management capability,” says Zhang. “We have data centers across several cities in China, including Shenzhen and Beijing. With iDRAC, we can manage the servers at these sites remotely and don’t have to maintain on-site IT staff or send IT personnel to these locations to work on the hardware. We make significant administration savings through iDRAC.”

Saves time and lowers risk with single point of contact

When upgrading to iDRAC 9, Jiguang works closely with its TSM. According to Zhang, the TSM represents “great value.” He explains, “It’s as though we have our very own expert in-house—we work that closely together. Our TSM helps us to ensure adoptions such as Dell EMC OME and upgrading to Dell EMC 14th generation servers and iDRAC 9 go smoothly. Due to his extensive knowledge of all things related to Dell EMC, we were able to seamlessly upgrade and maintain our IT performance.”



Learn more about
[Dell EMC solutions](#)



[Contact](#) a
Dell EMC Expert



[Connect on social](#)