

Scaling to new heights with enterprise-grade cloud

Macquarie Cloud Services introduces new services, guarantees 100 percent service levels and reduces costs



Managed IT services

Australia

Business needs

To keep pace with client demand for increased data storage and protection, Macquarie Cloud Services standardized on Dell EMC and VMware solutions. Now, Macquarie scales performance and capacity with utmost efficiency while delivering 100 percent service-level guarantees.

Solutions at a glance

- [Dell EMC Data Domain Cloud Tier](#)
- [Dell EMC Data Domain](#)
- [Dell EMC Data Protection Software](#)
- [Dell EMC ECS](#)
- [Dell EMC Isilon](#)
- [VMware vCloud Director](#)

Business results

- Streamlined scalability of an 8-petabyte virtual environment
- Introduced cloud-based data tiering service
- 95% of backups completed in 1 hour versus 24–36 hours
- Reduced operational overhead

30:1

Data deduplication



100%

Service-level guarantees



The pressure is on at Macquarie Cloud Services, a Sydney-based managed services provider. Macquarie hosts and protects data for hundreds of customers and thousands of workloads in an 8-petabyte virtual environment that doubles in size annually.

When Macquarie sought to reengineer its infrastructure for increased agility and data protection, it performed a stringent evaluation of solutions. The company standardized on Dell EMC and VMware technologies because of their enterprise-grade performance, scalability and reliability.

Macquarie uses Dell EMC Data Protection Software to back up to Dell EMC Data Domain appliances and Data Domain Cloud Tier. The managed services provider depends on VMware vCloud Director and VMware vSphere to manage a hybrid cloud running on more than 8,000 virtual machines. The infrastructure, which includes Dell EMC Isilon scale-out storage and Dell EMC ECS object storage, is replicated across Macquarie's three data centers for disaster recovery.

New cloud tiering services

James Mystakidis, group executive at Macquarie Cloud Services, explains, "The business value we're receiving from Dell EMC is simple. We have total confidence in protecting our clients' data, so we can put our money where our mouth is and provide a 100 percent service-level guarantee."

One advantage of Macquarie's offerings is unlimited scaling of capacity and performance. "The massive scalability of Dell EMC and VMware offerings has helped us introduce new services," states Mystakidis. "For example, with on-premises and cloud data tiering, we retain the value of our customers' data center investments while providing unlimited protected capacity in the cloud."

High-efficiency backups

Dell EMC has contributed to increased backup efficiency and speed. Mystakidis says, "We fully protect our customers' data at scale with Dell EMC Data Protection Software. We back up over a petabyte of data daily. With 30:1 data deduplication, we minimize impact on the network and the host. Previously, backups took up to 24-36 hours. Now, we're completing 95 percent of backups in the first hour.

"Dell EMC Isilon and Dell EMC Data Protection scale and protect more data without our having to invest in additional staff for maintenance. Tight integration between VMware and Dell EMC solutions makes management seamless and reduces operational costs."

"We have total confidence in protecting our clients' data, so we can put our money where our mouth is and provide a 100 percent service-level guarantee."

James Mystakidis,
Group Executive, Macquarie Cloud Services

Self-provisioning with ease

Macquarie relies on VMware vCloud Director and Dell EMC ECS storage to streamline delivery of multi-tenant environments while simplifying self-provisioning for customers. ECS is fully integrated with Data Domain Cloud Tier to enable tiering and protection of data in the cloud. “We use VMware vCloud Director to provide measurable, performance-driven service-level guarantees by tenant,” Mystakidis explains. “Because ECS and Data Domain are fully integrated, automation is built in so there isn’t any operational overhead for our business.”

The Dell Technologies partnership has provided important advantages to Macquarie’s clients. Reflects Mystakidis, “We value our partnership with Dell Technologies. It’s exciting to be working with Dell and their latest technologies to solve our clients’ problems. Partnering with Dell accelerates our efforts to innovate and modernize our solutions.”



95%

Of backups completed in 1 hour versus 24–36 hours



[Learn more](#) about Dell EMC solutions



[Contact](#) a Dell EMC Expert



[Connect on social](#)