Driving growth in a competitive market

Net Group expands its cloud services to support more customers and industries by tripling performance, increasing reliability and boosting security with Dell

To drive growth in the cloud services business, companies must provide fast, reliable and protected access to disparate infrastructures and applications on demand and around the clock. Meeting these requirements can be especially challenging for small to midsize cloud companies that must stand out against large-scale organizations, which have ample resources to enhance agility. Despite the tough competition and numerous challenges, Net Group found a way to succeed and thrive.

Founded in 2006, Net Group delivers cloud services to organizations in South America. Several years after it was established, Net Group's employees were struggling to keep up with demand, however Mauricio Rocha, shareholder and manager at Net Group, says, "Our customers started to have problems with their services. They'd call and ask why their applications were slow. We had a hard time identifying what we needed to do to fix issues because our network and firewalls were very hard to configure."

Restoring services after an outage

Net Group's third-party firewall crashed — taking down with it all client services. The firewall's management console shed minimal insight into the cause, and the firewall vendor was unable to fix the problem. Net Group contacted third party Open Group, and its technicians were able to bring clients' cloud services back online. Once the crisis was over, Net Group began evaluating firewall and network technologies for a permanent fix.

Engineers tested firewalls from Juniper, Cisco, Fortinet and Dell, looking for a solution that provided excellent scalability, manageability and security. The company ultimately deployed two SonicWall SuperMassive 9200 network security appliances (NSAs) in a high-availability configuration. "We chose the SonicWall SuperMassive 9200 because it's very stable, and we can configure it very easily," says Rocha. "It also delivers next-generation features, and it comes with the best service and price. Since we've deployed SonicWall firewalls, our

Business need

Clients needed faster, more reliable cloud services, and Net Group needed to increase employee efficiency so it could onboard new customers and meet requirements quickly.

Solution

Net Group engaged a local IT provider, Open Group, to replace third-party firewall and networking equipment with Dell technologies, and it continues to scale and manage its infrastructure with Dell servers and tools.

Benefits

- Achieves eighteenfold growth
- Supports more industries
- Improves customer service levels
- Increases agility and employee efficiency
- Triples network performance and boosts security

Solutions at a glance

- Cloud Solutions
- Networking
- Network Security

"Our company has 22 racks today, but with our new data center we'll be managing 400 racks overall. It's only with Dell that I could support this scale and deal with the challenges that present themselves on a daily basis."

Mauricio Rocha, Shareholder and Manager, Net Group

company has run reliably, like the very best watch."

Improving service levels by tripling network performance

Net Group also replaced its third-party 1Gbps network with a Dell solution. "We tested switches from Dell, HP and Cisco — and chose Dell," says Rocha. "Throughout our evaluation period, Dell provided excellent service. Its servers are also very fast, stable and competitively priced."

Net Group built a 10GbE core with two Dell Networking S4810P switches. To facilitate 10GbE connectivity between the core and seven Dell Networking 7048R top-of-rack switches, engineers deployed a distribution layer with 12 Dell Networking N3000 and two Dell Networking N4000 switches that use LACP (link aggregation control protocol).

"We tripled our network speeds and increased stability with our Dell solution," says Rocha. "We also increased our efficiency because the Dell network is easier to configure to meet new requirements. Now, when I go home at night, I sleep magnificently."

Facilitating expansion into more industries

Net Group resumed its rapid growth, adding customers in verticals with strict security regulations. "We provide cloud services to the national army," explains Rocha. "To support it, we use a Dell NSA 4600 in addition to our SuperMassive 9200. For other customers who require dedicated firewalls, such as hospitals and universities, we use SonicWall NSA

2600 and TZ300 appliances. We choose the device based on the customer's size."

Having a dependable and flexible foundation to support diverse environments

Although Net Group has used different third-party technologies over the years, it has always depended on Dell PowerEdge servers with Intel® Xeon® processors and the integrated Dell Remote Access Controller (iDRAC) with Lifecycle Controller. Most of Net Group's Dell PowerEdge servers are R720s; however, it recently added four PowerEdge R730s. "Dell servers are the motor of our business," Rocha explains. "The PowerEdge R720 is an excellent machine that's very stable and easy to configure, and it's compatible with Windows Server and any Linux OS.

Staying agile to fuel eighteenfold growth

Net Group will soon open a second data center that features the same design as the initial data center. The company will also deploy Dell OpenManage Essentials to simplify management of the larger network. "We now have an infrastructure for the future," says Rocha. "Our company has 22 racks today, but with our new data center we'll be managing 400 racks overall. It's only with Dell that we could support this scale and deal with the challenges that present themselves on a daily basis."

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