

GLA University gets IT right with future-ready technology

Arrow PC Network joins hands with Dell Technologies to roll out VxRail HCI platform



Hitting the tech roadblock

It started like any other day at GLA University. Mr. Binod Bihari Ray, the IT Head, had spent all night trying to fire-fight a glitch with the servers. He realized that the 10,000 students and 1,500 staff would start accessing multiple online applications. And that would be the start of the deluge of complaints that would soon be coming his way!

With 35 separate departments, including student hostels, their IT infrastructure comprised many servers to run multiple applications simultaneously, and an in-house platform to conduct online classes and handle admissions.

The server's latency issues weren't new. Prof. Anup Kumar Gupta, the Dean of Academic Affairs, was aware that the network was unable to handle the overload of concurrent users, leading to regular unscheduled maintenance checks and forced downtime — up to eight hours for server stoppage, and up to a minute for simple data retrieval jobs. To relieve stress on the load, they invested in individual servers, and outsourced admissions.

The result — increased IT investment, infrastructure, manpower, and overheads; but sadly, no respite from the recurring server issues.

Zeroing in on the right solution

Mr. Binod and Prof. Anup knew that there was an obvious need for a comprehensive solution to streamline operations. They needed an effective single console alternative for the current server system, with a focus on certain key aspects — **speed, scalability, reliability, consistent performance, and future-readiness.**

Mr. Binod had heard about VxRail, an innovative HCI solution from Dell Technologies that offered increased business value and came with a suite of products including in-kernel integration. Prof. Anup realized that this was the perfect solution to their problems and asked Mr. Binod to contact Arrow PC Network, a channel partner that they knew about.

Arrow PC Network presented a methodical approach and impressed the dean with their depth of knowledge and commitment to quality service. They explained the need for a 3-tier/vSAN Architecture to automate business requirements. Soon an expert team was put together by Arrow PC to study the network, storage, virtualization, and application database needs.

The University's decision was cemented by its assessment of the solution, real-life practicalities, and benefits at two other organizations. One of them was an educational institution that had implemented the same solution successfully.

Why Dell EMC VxRail HCI?

VxRail HCI System Software, powered by Dell Technologies, is an end-to-end server technology solution that can be easily implemented into any current business process experience. This fully integrated, pre-configured, and pre-tested VMware hyperconverged system is optimized to support the most demanding workloads and applications.

“The VxRail platform delivers highly differentiated features and benefits helping organizations to accelerate data center modernization, easily deploy a hybrid cloud, and create a developer-ready Kubernetes platform. This turnkey experience enables organizations to continuously innovate and meet any HCI use case — including support for many of the most demanding workloads and applications.”



Mr. AMIT LUTHRA
Director & General Manager,
Storage Platforms & Solutions, Dell Technologies.

Paving the path to hallowed halls

Up next was a detailed sequential project plan with dates and action points. Dell Technologies IT support team was an able partner, visiting the campus multiple times to help with the setup and provide backend assistance for troubleshooting during implementation. The entire IT team at GLA University was trained by Arrow PC Network's experts in VxRail technology — a technical skill that is limited to a few in India.

A clear rollout plan, along with seamless collaboration, ensured that the project timelines were met, and the entire process was completed within two weeks in September 2019.

Transforming digitally

It didn't take long for Prof. Anup and his team to see a complete transformation in the University's IT infrastructure after the implementation of the VxRail HCI platform. Key benefits as per tests done by the IT team include:

Financial

- Enhanced savings in terms of manpower and training
- Reduced overheads (AMC, electricity, cooling units)
- Optimum resource management with 80% of the team's time now diverted to high-value tasks

Experiential

- Ease of access to applications 24/7 by students and staff through the day
- Near-zero downtime and zero complaints — even while learning remotely

Technological

- Installation of a single console, future-ready server to replace the existing structure
- Stability of the solution that reduced server issues up to 90%
- VxRail HCI's self-healing capability with in-built AI and automation that seamlessly shifts the load to another node
- The intuitiveness of Dell's software that guides the IT team towards a resolution. One team member can effectively manage the entire server infrastructure
- Improved efficiency with unscheduled visits to the server room dropping to zero!

This has catapulted GLA University to be on a par with some of the best digitally connected universities in India, conducting 100% admissions and online classes seamlessly.

As for Mr. Binod, he has started working on a roadmap to improve the scalability of his data center with additional nodes, increase Cloud-based storage, and enhance the frequency of backup.

"The support and guidance by Dell Technologies and Arrow PC Network was commendable, even though our University is in a tier-3 town. Both teams ensured timely implementation, testing, training, and data migration."



MR. BINOD BIHARI RAY,
IT Head,
GLA University, Mathura

"The education system is going digital, with on-the-go uninterrupted learning becoming the norm. We are proud to be part of GLA University's transformational journey that is helping students and faculty leverage technology to improve academic performance and resourcefulness."



MR. GURPREET SINGH BHATIA
Managing Director,
Arrow PC Network

"In terms of technical capability, solution strength, and exceeding customer satisfaction, I would like to rate Dell Technologies and Arrow PC Network a 10/10."



PROF. ANUP KUMAR GUPTA
Dean of Academic Affairs,
GLA University, Mathura

Learn more about
Dell Technologies



Partnering successfully

Arrow PC Network is a leading IT Services Integrator based in India delivering world-class infrastructure to customers globally. They work with customers to deliver and deploy highly sophisticated solutions that help reduce complexities and add business value.

GLA University is a leading private university that provides an unparalleled learning experience focused on leadership, entrepreneurship, and innovation. The University, located in Mathura, Uttar Pradesh (India), offers a range of graduate and post-graduate programs in the areas of Engineering and Technology, Business Management, Applied Sciences, and Humanities among others.