

Technology Solution: Virtualized Private Cloud Network

Industry: Public Services

The Challenge:

As with many organizations, Kent District Library (KDL) had added multiple purpose-driven servers over the years to support a variety of applications. The resulting “server-sprawl” had created a significant burden for KDL’s power capacity and infrastructure. In addition, the Library was concerned about increased risk of prolonged downtime and the lack of overall system performance hindering productivity. With the potential for negative citizen perception on the line, the Library knew it had to make some changes.

During the course of discovery and implementation, a secondary challenge became apparent: the application presentation platform at KDL provided less-than-ideal functionality for the wide variety of applications in use. This resulted in a second phase which was designed to reduce the strain on IT support resources, extend the life of desktop hardware, improve application access reliability and performance, and ensure that critical data was properly protected.

The Client:

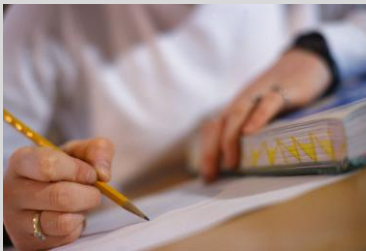
Kent District Library is a public library system composed of eighteen branch locations throughout Kent County, Michigan. KDL’s size and scope of branch locations can pose a challenge when it comes to communications and technology.

The history of KDL can be traced to 1927, when the County Federation of Women’s Clubs took on the project of library extension work. In 1936, the Kent County Library Association was formed. The Library was a department of the County of Kent until 1994 when it separated from the County to form the Kent District Library. The Kent District Library is also a member of the Lakeland Library Cooperative.

Today, KDL offers a wide variety of materials, services, and program offerings; from the latest bestselling book titles to the most popular DVD releases; from answering general reference questions to providing computer training; from children’s story time to adult book discussions - KDL has something for everyone!

The Solution:

KDL turned to Trivalent to develop an initial solution that would not only reduce the risk of running out of power capacity and increase the stability of all systems, but also provide room for future growth. After a thorough analysis of the goals and requirements, Trivalent proposed a comprehensive Private Cloud Computing solution using VMware Virtual Infrastructure that would provide upgraded and ongoing flexible application delivery solutions that would meet



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the Library's needs. This solution was highly successful and immediately reduced KDL's physical equipment footprint by 65%, creating instant relief on the facilities and support resources. As an added benefit, overall system performance sharply increased providing improved productivity.

With the savings in hardware and utilities, along with the performance gains, KDL was able to begin the second phase: virtualize the desktops and replace "fat" workstations with thin clients for extended life, further power reduction, and provide greater protection of data. Again, VMware was chosen as the solution. VMware View was used to virtualize desktops and consolidate them on servers in KDL's data center where they could be centrally managed, backed up, and supported.

Results:

Through centralizing operations for IT and virtualization of both the servers and desktops, Trivalent was able to reduce the overall costs of KDL's utilities and ongoing maintenance, increase the stability of all systems, and improve the support capabilities and ratios for the existing staff.

Key points:

1. A significant reduction in the hardware costs, including support and maintenance, for both servers and workstations.
2. A significant reduction in utility cost savings from power consumption and cooling costs.
3. Simplified, just-in-time provisioning of new desktops and applications to improve performance and application access as needed.
4. Centralized management of data backups, anti-virus protection, patches and updates.

Each of the above points ultimately provided greater stability and protection of critical information assets.



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