Scality RING stores more than 200 billion objects for this major U.S. Internet Services Provider. Robust, resilient storage ensures that the company’s more than 26 million customers’ messages are always available and intact, because their business depends upon customer satisfaction.

**Stability, Availability & Reliability**
Internet broadband customers expect their email to be there when they need it. Period.

**Proven Expertise**
Scality’s expertise in email storage made them the perfect partner.

**Easy Scalability**
Growth comes with success and storage has to scale without interruption of service, because availability is paramount.
Success Story: Major U.S. Provider of Internet Services

The RING is never, ever a problem. It just works.”

— Senior Manager, Email Operations [Engineering]

A Scality customer since 2011, this ISP is committed to integrating the highest quality service with superior entertainment and communications products. At the intersection of technology and entertainment, the company facilitates essential communications that connect millions of residential and business customers across the United States. Their commitment to excellence in service and the ultimate in reliability are the basis for the company’s business strategy, and the philosophy that guides the company’s nearly 100,000 employees.

Being There: It’s All About Resilience

For this major Internet Service Provider, keeping customers happy relies on having a scalable and secure email backend. When they were ready to evolve from EMC DMX monolithic block storage to a more modern solution, their concerns focused on two critical requirements: no reduction in performance and absolute resilience with no single point of failure. “Resilience was—and is—really the key,” said the company’s director of email operations. “We can’t tolerate loss of data or of availability.” In 2011, Scality started their infrastructure modernization project, taking them from a less than optimal disaster recovery configuration system to a highly-resilient, active/active, multi-site object storage system optimized for business continuity.

The Importance of Partnership

As they researched storage solutions, they considered AWS, but, knowing that Scality had a strong offering for messaging, solid customers in the space, and a messaging pedigree that links its founders and storage solution to Bizanga, gave this ISP confidence in Scality RING right from the start.

Business Benefits

Resilience

A resilient infrastructure ensures that data is never lost, and always available. This was, and remains, the company’s #1 priority. The fact that the Scality RING can tolerate the loss of an entire data center and a full rack at the second, and can be upgraded and expanded with no downtime are critical to maintaining the organization’s 100% availability objective.

Professional Partnership

From the beginning, Scality demonstrated expertise and professionalism that inspired confidence. Over the years since their initial installation in 2011, the company has engaged Scality’s professional services team for several special projects, and enjoys the added support and collaboration.

A Modern Software-Defined Solution

Scality RING brought a modern storage solution to this ISP—one that, today, is handling nearly 200 billion objects and is architected to support many hundreds of billions more.
45 to 50 milliseconds RTT apart. And, of course, superior resilience—with no single point of failure. After the team completed the design and programming for the integration, they staged a PoC, followed by a user acceptance test in the production environment prior to going live.

**The Right Choice**

Their high standards for resiliency paid off. Years later, in 2015 and 2016, the company began experiencing extremely high rates of disk drive failure, but their service – and customers – were never affected. “The Scality RING really proved itself,” said the email operations director. “And Scality was right there with us to ensure consistent availability and data integrity as we made plans to move to a more stable hardware platform.”

To help them with their move to new hardware, Scality accelerated development of what was then a roadmap feature, Dynamic RING Locator (DRL). DRL smoothed the ISP’s transition by directing traffic from the old RING to the new one without modification of the messaging application and with zero impact on users. The professional services team worked with the ISP to help them migrate to the new infrastructure. “The hardware was extremely fragile, so we had to move fast,” added the director.

**Moving Forward**

Infrastructure growth and consolidation are a normal part of business—even moreso for the dynamic Internet Service Provider business, and the company is confident that the Scality RING-based architecture can weather change, expansion and all manner of challenges. And, with 200 billion objects already, efficiency, resiliency and scalability are more important than ever.

**Solution Components**

**Software-Defined Storage**
- Scality RING with File and Object Storage Interfaces
- Geo-distributed across two-sites

**Storage Hardware**
- 60 HPE Apollo 4510 gen 9 12LFF storage servers

**Third-Party Applications**
- Synchronoss Email MX

“Scality was right there with us to ensure consistent availability and data integrity as we made plans to move to a more stable hardware platform.”
**About Scality**

Scality is a pioneering innovator of software-defined, multi-cloud data storage at petabyte scale. Recognized as a leader in distributed file and object storage by Gartner and IDC, Scality assures data control and freedom to manage data across clouds. Our products scale on-demand, non-disruptively, and drive lower cost for today’s leading enterprise companies.

Follow us on Twitter [@scality](https://twitter.com/scality) and visit us at [www.scality.com](http://www.scality.com) to learn more.

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