



CUSTOMER SUCCESS STORY

Com Hem & Scality

Media and Entertainment

In the business of providing entertainment and connectivity to 40% of Swedish households, Com Hem takes service seriously. Smooth performance is a must: outages and downtime are not acceptable. It's that philosophy that drives Com Hem—and its market leadership.



Resilience & Reliability

A truly resilient storage solution was the key requirement. Zero downtime, zero data loss.



Lower TCO

Separating the hardware from the software makes a big difference initially and as they make support choices.



Expertise

From early meetings forward, Scality impressed Com Hem's team with their expertise on both business and technical levels.

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A triple-play service provider in Sweden, Com Hem knows the critical importance of storage to their business. When they started looking to replace the legacy storage system that housed their media content, they had two critical requirements in mind: lower the cost and raise the level of resiliency. Ensuring content availability on-demand at a competitive price is at the heart of their success, and Scality RING is helping make it happen.

"We were impressed, right from the start, with both the business and the technical expertise that Scality's team demonstrated."

Jacob Morgan, Head of Datacenter, Com Hem

A Decision for Change

When the support renewal cycle approached for their legacy storage, the team at Com Hem knew that they had to either increase their investment in it, or make a move. "We had an outage with our legacy storage vendor, and the support we received really reduced our confidence," said Jacob Morgan, Head of Datacenter, Com Hem. So, the infrastructure and TV production teams put their heads together to consider ways to improve the service and lower the cost structure. "We needed to add redundancy," said Morgan. "And that would have been very expensive with the storage we had been using."

Morgan, who was at that time the Head of TV Production, said that the infrastructure team had read about Scality RING, so they were the ones who suggested that Com Hem evaluate it. "We had a really good first meeting," offered Morgan. "With just the right mix of high-level and technical depth to cement our confidence in the solution."

Software-Defined Savings

The benefits of software-defined storage run deep. By decoupling the storage resources from the hardware, customers gain flexible choice of hardware, better utilization and easier scalability.

Com Hem saw what Morgan described as a "huge reduction in cost per terabyte" versus what they had to spend on their legacy storage, plus the added benefit of efficient resiliency, thanks to Scality RING's erasure coding. "Knowing that if we lost a data center, we'd be fine is really key," said Morgan. "That helps us sleep at night."

Business Benefits

Resilience

Com Hem needed a system that would ensure that data is always available. Scality RING brought the resiliency to ensure data integrity and availability via an efficient distributed architecture with erasure coding technology that self-heals to ensure that Com Hem doesn't suffer data damage or loss.

Lower TCO

By reducing the footprint of a fully-resilient storage system and enabling flexible hardware and support choices, Scality RING helped Com Hem get out from under costly infrastructure, making it easier for them to better position their offering in the highly-competitive video distribution business.

Demonstrated Expertise

From the beginning, Scality demonstrated expertise and professionalism that inspired confidence.

A Modern Software-Defined Solution

Scality RING brought a modern storage solution to Com Hem—one that keeps its content available to subscribers, reduces TCO and has already demonstrated scalability and flexibility through expansion.

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Support for both native file and object interfaces is a key requirement for integration with the multiple technologies that Com Hem uses to deliver live OTT, catch-up and video-on-demand products. Morgan was also impressed by yet another less often referenced benefit of SDS, “By having the software separate from the hardware, we could choose different levels of support for each,” said Morgan. “We’ve got a lot of expertise in-house, so could realize some additional savings on the support side.”

Real Support

Scality didn't just sell Com Hem software—they support the storage solution. “Scality stepped up with Elemental integration and tuning, and they continue to be really responsive and helpful even now.”

Having installed their initial Scality RING in early 2016, Com Hem has already expanded the storage footprint. “Scalability matters”. As their business



grows and their content libraries expand, Com Hem’s storage needs to grow easily and without disruption. “NPVR will drive storage demands,” added Morgan. “And if network PVR takes off, object-based storage like Scality’s will become even more important because storage demands will take off.”

Solution Components

Software-Defined Storage

- Scality RING
- NFS, CIFS & CDMI storage interfaces
- Geo-distributed RING configuration across 3 locations

Hardware

- 15 HPE Apollo 4200 storage servers

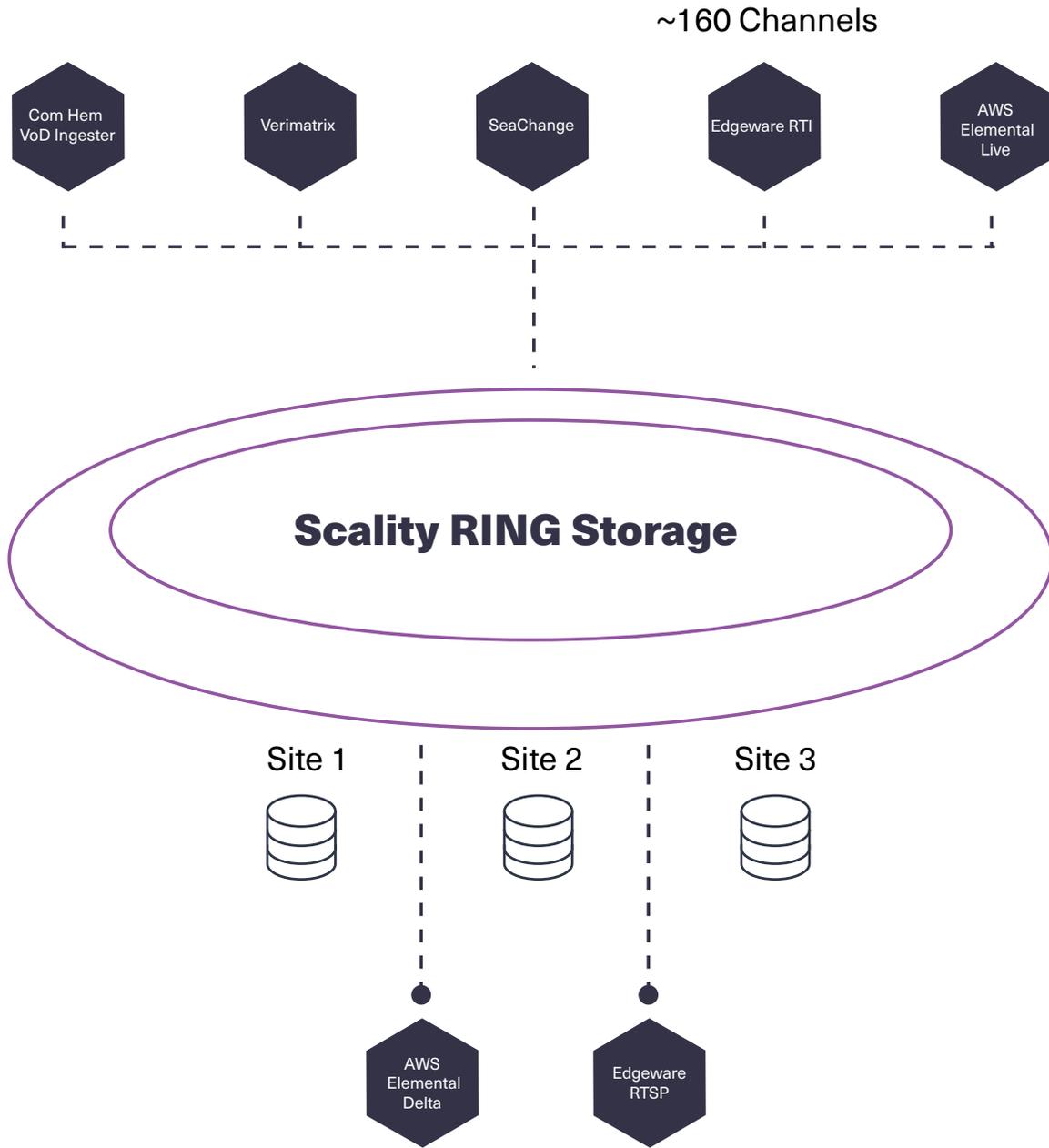
Third-Party Applications

- Proprietary Com Hem VoD Ingester
- Verimatrix
- Seachange
- Edgware RTI
- AWS Elemental Live & Delta

"Scality's technical competence is extremely high. You know that if you have an issue, they can resolve it."

Jacob Morgan, Head of Datacenter, Com Hem

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Scality® storage propels companies to unify data management no matter where data lives — from edge to core to cloud. Our market-leading file and object storage software protects data on-premises and in hybrid and multi-cloud environments. With **RING** and **ARTESCA**, Scality's approach to managing data across the enterprise accelerates business insight for sound decision-making and maximum return on investment. To compete in a data-driven economy, IT leaders and application developers trust Scality to build sustainable, adaptable solutions. Scality is recognized as a leader by Gartner and IDC.

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