

# Masergy accelerates VDI and storage performance with Infinio

## Managed network service provider enables VDI adoption while avoiding costly flash solutions

### Background

Masergy is a worldwide provider of managed network services that delivers fully managed hybrid networks, managed security and cloud unified communications solutions to its customers. Its multiprotocol label switching (MPLS) network supports voice and video communications for worldwide customers. The 430-person company is headquartered in Dallas, with offices in New York, Los Angeles, San Francisco, Manila and London.

To support its global users, Masergy needed to accelerate its virtual desktop infrastructure (VDI) and was unconvinced that spending budget on solid-state drive (SSD) solutions would work. The team was investigating SSD solutions and options from SanDisk, VMware and Dell, as well as all-flash arrays, when it discovered Infinio at VMworld 2014. Unlike the solutions Masergy considered previously, the simplicity of the Infinio Accelerator and low price point caught the Masergy team's attention. Fewer than six months later, Masergy's Infinio installation was under way. Infinio provides an alternative to expensive, hardware-based solutions to address VDI performance, which is what Masergy wanted to improve.

### Environment

Masergy's NetApp-based storage environment was supported by a NetApp 8040 array, which used both SAS drives and SSDs. Masergy deployed VDI using VMware Horizon Enterprise suite on clusters that consisted of three Dell PowerEdge M620 servers with 512 GB of memory each, connected by a 10-gigabyte backbone to the storage device. The Masergy team considered when deploying Infinio that it could leverage small amounts of RAM for each server to improve performance, rather than using additional SSDs and flash devices.



### COMPANY

Masergy Communications, Inc.

### INDUSTRY

IT Services

### BENEFITS

- Provided high VDI performance to drive adoption
- Zero end-user complaints received since Infinio was deployed
- Infinio provided an alternative to expensive, hardware-based solutions

"I estimate we avoided \$120,000 - \$150,000 all-flash array purchase by choosing Infinio instead."

FRANCISCO PÉREZ  
SENIOR SYSTEMS ADMINISTRATOR,  
MASERGY





## Evaluating Infinio versus the competition

The team wanted a solution to improve performance for VDI during both deployment and everyday use, but had concerns about the overhead of linked clones on its storage system. More urgently, Masergy needed to ensure that the interactive performance the users experienced would not delay further VDI adoption. While alternative solutions from VMware, SanDisk and Dell may have met the performance requirements, these options had high price points and additional hardware requirements that made them less appealing. Similarly, the \$120,000-\$150,000 Masergy would have had to spend on an all-flash array was cost-prohibitive at this point in the project.

With a short, 30-minute installation, Masergy's IT team had Infinio up and running. The team was incredibly impressed by the ease of deployment and experience as an administrator. The small workloads running seemed to benefit from Infinio's cache.

However, it was close to the December holidays and hard to evaluate the complete impact on the VDI users. Once users returned after the break, they found that with a small cache size adjustment, they could see upwards of 90 percent offload of requests from the back-end storage. This resulted in latency dropping nearly 10 times from ~50ms to ~5ms, a difference users were sure to notice and appreciate.

"When we compared Infinio to the price points and hardware requirements of its competitors, it was easy to sell to management," said Francisco Pérez, senior systems administrator at Masergy. "It was also easy to deploy – since it just works with storage memory, it didn't require any special hardware, and we didn't have to make any changes to the network architecture."

## The results with Infinio

Masergy achieved its goal of successfully deploying VDI without increasing its budget to support expensive hardware-based solutions or all-flash arrays. It has vastly improved its user experience, which has enabled the company to increase adoption of VDI across its user base. In fact, says Pérez, "We've received zero end-user complaints to date."

Pérez was also pleased with how easy it was to incorporate Infinio into his otherwise complex environment.

"It only took a couple of months from when we started talking to Infinio to get started, and very little time to complete the installation," said Pérez. "We saw benefits the minute we installed Infinio. We haven't had to call Infinio support once. The deployment was easy and straightforward."

Pérez also reports that beyond the significant performance results Masergy has initially seen, future versions of Infinio Accelerator are expected to support the company's storage architecture, as well. The team particularly looks forward to added support for iSCSI in the new version.

What is next on the agenda from a VDI perspective? Supporting a Bring Your Own Device (BYOD) initiative, based on his confidence in his deployment's ability to support the necessary performance.

"Infinio is a price-conscious caching technology for your VDI deployment," said Pérez. "Great performance, low price, easy deployment – it just works."

To learn more about Infinio Accelerator, contact us at 617.374.6500, visit us at [www.infinio.com](http://www.infinio.com), or follow us @infinio.

---

"When we compared Infinio to the price points and hardware requirements of its competitors, it was easy to sell to management. It was also easy to deploy – we didn't have to make any changes to the network architecture."

FRANCISCO PÉREZ  
SENIOR SYSTEMS ADMINISTRATOR, MASERGY