



Overview

Customer: X-ISS

Web Site: www.x-iss.com

Country: United States

Industry: Systems Integrator

Partner: X-ISS

Customer Profile: Based in Houston, Texas, X-ISS provides infrastructure solutions including high performance computing (HPC) and managed solutions to customers in various sectors of the industry including oil & gas, defense, medical and education.

Software and Services: Microsoft® Windows Compute Cluster Server 2003

List Trademarks other than Microsoft: Windows

Benefits:

- Rapid Business Growth
- Increased Customer Satisfaction
- Improved Support



Infrastructure Solutions Firm Grows Business with Windows Compute Cluster Server

“HPC is a big piece of our business and with WCCS we are suddenly able to tap into a broad market. We believe it is going to be the fastest growing segment of our business.”

Deepak Khosla, Founder and CEO, X-ISS

In 2005, X-ISS began to see a growing need for a Windows® based clustering solution in the high-performance computing (HPC) space. Customers were piecing together solutions on their own. They decided to expand their HPC offering and begin providing HPC systems with Windows Compute Cluster Server 2003. Through this offering, X-ISS has seen a significant increase in revenue and is poised to serve a broader customer base.

Business Needs

Based in Houston, Texas, X-ISS (eXcellence in IS Solutions) began providing infrastructure solutions to customers in the Oil & Gas, Defense, and Education industries in 1993. Since then, the company has built a solid enterprise customer base largely due to the company's commitment to quality of people, service and technical solutions. In its HPC segment, X-ISS began to notice an increasing customer demand for a Windows-based HPC solution that was easy to deploy and more efficient.

The company provides managed, IT infrastructure, and high-performance computing solutions to its customers. In the past, for HPC, X-ISS saw that only Linux solutions were available, and only to large customers. “Linux and HPC were generally reserved for the fairly large customer who had a very specific compute problem, and could afford to buy 100s or 1000s of computers,”

says Deepak Khosla, CEO and Founder of X-ISS. However, as computers became faster and cheaper, and users needed faster turnaround from more applications to stay competitive, HPC became a necessity for more businesses. Still, customers were struggling to deploy custom or existing open-source cluster solutions. Learning and implementing such solutions was time-consuming, difficult to manage, and often unsupported. X-ISS found there was an increasing demand to meet the need to effectively deploy HPC clusters for its customers.

In addition, many businesses that primarily used Microsoft products lacked a clustering solution. These companies were in constant struggle to improve efficiency and speed throughout their applications. Says Khosla, “Because (some customers) had Windows applications, they wanted to do Windows clustering to scale out. However a product that would allow them to easily do Windows



Microsoft Windows Server System Customer Solution Case Study

clustering was just not there at that time. With WCCS, that functionality is now available."

To continue X-ISS' high level of service, the company looked to partnering with Microsoft to ensure it had the expertise to deploy a Microsoft solution for its customers. The company also wanted its employees to have access to support and training, as well as, best practices and methodologies to help in sales and delivery.

Solution

To help provide customers with a Windows based HPC solution, X-ISS became a Microsoft Certified Partner and began offering Windows Compute Cluster Server 2003 (WCCS). "WCCS is easily deployable, easily managed, and easily integrated into the customer's environment," says Khosla. WCCS allows for easy integration into a customer's existing Windows environment, so customers now have a simpler solution to address HPC needs.

In addition, by partnering with Microsoft, X-ISS has access to the support and resources they need to continually exceed customer expectations in the HPC segment. Explains Khosla, "Access to technology experts through the Partner Program helps keep my team sharp and ahead of the game." Critical issues can be addressed with Microsoft directly and X-ISS feels confident offering customers a solution that is fully supported by Microsoft.

Benefits

X-ISS has experienced noticeable growth in the HPC business segment. In addition, access to Microsoft technical experts and resources

has improved IT support, as well as improved overall customer satisfaction with X-ISS offerings.

Rapid Business Growth

By including the WCCS in its portfolio of solutions, X-ISS has experienced increased revenue and growth. "Last year our revenue from WCCS was about one percent" says Khosla. "This year we are forecasting about ten. That shows that this is a rapidly growing market for us." By broadening its offering, X-ISS has added depth to its portfolio. "As our portfolio increases, it helps us to reach more customers and get more business."

Further, X-ISS is gaining business because of its expertise and knowledge in WCCS high-performance computing. Khosla continues, "It really makes us stand out and increases our credibility in the HPC space."

Increased Customer Satisfaction

X-ISS customers are pleased with the new WCCS solution. Customers are experiencing easier and faster deployments meaning they can get back to their business. Simpler management for internal IT groups results in less time administering clusters, while potential issues such as security and integration are handled with access to Microsoft support. X-ISS also sees WCCS as a lower total cost of ownership option for its customers. "For a Windows/Linux shop, now is the time to try WCCS. It is a lower cost option because licensing is less than a standard Windows Server, plus you are not deploying individual servers,"

says Khosla. "The time and resources required to pull together your own cluster solution is greatly minimized with WCCS."

Improved Support

Now that X-ISS customers have the option of a fully developed solution for clustering within the familiar Windows platform, customers and X-ISS are realizing the benefits of support. X-ISS can draw on Microsoft resources for questions and troubleshooting issues for faster resolution. Additional support is available through the Partner Program: X-ISS has access to technical experts, training resources, technology best practices and methodologies, and product support.