

HP technology keeps Teligence
customers chatting

change + hp

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– Mario Angers, Information Technology
Manager, Teligence Communications

Teligence Communications



Founded by Rob Madigan in 1990, Vancouver-based Teligence® is a high-tech success story with a decidedly human touch. Profitable and growing fast, Teligence provides the telecommunications network and custom software for telephone social networking services including Livelinks®, TangoPersonals®, Vibeline® and Fonochat®. In a world where it is becoming increasingly difficult to connect with others, Teligence provides an easy, efficient and relaxed environment for people to chat and connect with local singles.

Owned by Teligence or subsidiaries, those chat services average 700,000 calls per day, most between 5 p.m. and 2 a.m. PST. Subscribers to the services pay fees for their telephone time, accounting for the vast majority of the company's revenue.

Teligence's success is also measured in market coverage. All North American cities with a population of more than 300,000 can access the Teligence telecommunications network through free, local access numbers. Add a high percentage of revenue coming from the United States, and it's no wonder why employees share a palpable made-in-B.C. pride.

Challenge: Uptime amid fast growth

Teligence success comes with ongoing challenges, though. "The biggest challenges we face are managing growth and maintaining a high level of network uptime," says Mario Angers, Information Technology Manager. "Extremely reliable HP technology on the back end supports both of those goals."

Smart advice from HP and HP reseller Compugen and the latest in HP blade server technology also support the firm's need to safeguard business operations from earthquakes spawned in the nearby Queen Charlotte fault. Teligence is answering that challenge with a disaster

recovery center in Toronto, where critical, revenue-producing services will soon be able to be duplicated.

On a daily basis, uptime gets lots of attention at Teligence. "If we have downtime in the evening, it costs us dearly," Angers says. Downtime halts the company's ability to sign up new customers and process credit card payments, and it hampers software developers' ability to create new products. The firm has several developers who work on applications ranging from billing systems to a conference-calling product that taps unused telecommunications bandwidth during the day.

HP ProLiant servers reduce risks

Various models of HP ProLiant servers comprise the Teligence data center. "For years, ProLiant servers have provided the reliability we need to maintain 24x7 service," Angers states. "We know the hardware will perform the way it's supposed to."

Recently, the company standardized on ProLiant DL385 and DL585 models, featuring the AMD Opteron processor. "Speed was a big factor for our moving to Opteron, along with the ability to support a 64-bit operating system," explains Angers. "What also stands out is the ability to upgrade the CPU. We can go from a single-core Opteron processor to a dual-core processor without making significant changes to the server. It's just a matter of changing cards."

Cost is another important factor in the switch. "We can buy the same system for quite a bit less. That allows me to stretch my budget more," Angers says.

Saving money and space while enabling fast growth were the prime reasons that Teligence recently purchased HP ProLiant blade servers for its disaster recovery center in Toronto. It is the company's first virtualization project.





“Leveraging HP blade technology, virtualization and server consolidation will allow us to stay in our current facility,” says Angers. “We’re rapidly running out of real estate. The small form factor of the blades means we can provision a server in minutes, as opposed to hours, because we can have several just waiting on the shelves. They take very little space in inventory.”

Standardization – a work in progress in the data center – is also under way on users’ desktops. Teligence recently standardized on the HP Compaq dc7100 Business Desktop. “We use one model for the entire organization. It allows us to have one basic desktop for business users and beef up the same model with more memory, a faster CPU, a larger hard drive and better video for power users. The advantage is that we have to manage just one image.” Compugen, the Value Added Reseller from which Teligence buys all of its HP hardware, loads that image for Teligence prior to shipment, saving Angers’ staff’s time.

Add simplicity, subtract headaches

Stretching his staff’s time is just one of the benefits of using HP Systems Insight Manager and Integrated Lights-Out (iLO) Advanced software for server management. It’s also the reason he’s interested in HP Smart Desktop Management.

“We use Systems Insight Manager to manage the performance of all of our ProLiant servers,” Angers says. “That includes upgrading firmware. It’s a great tool that allows us to focus on things other than watching our environment 24x7. But if a problem does happen, we’re automatically notified.”

With iLO Advanced Pack, Angers can remotely manage blade servers at the disaster recovery center in Toronto.

“In our Vancouver data center we have more than 100 servers. To replicate that in Toronto would have been very expensive, so we’re using HP blade technologies and VMware virtualization software to replicate the services on the other end,” Angers says. “By virtualizing certain environments on a single platform, we’re able to use our hardware to its full capacity.

“HP ProLiant BladeSystem servers allow us to scale and grow more quickly,” he continues. “We can preconfigure the enclosure. As soon as a blade is inserted, the software recognizes the OS and the application.

Challenge

Solution

Results

- Ensure continuous uptime to ensure revenue generation and accommodate rapid growth
- Protect revenue-critical operations with addition of disaster recovery center

- HP ProLiant DL385 and DL585 servers
- HP ProLiant BL Blade servers
- HP Compaq dc7100 Business Desktops
- HP Systems Insight Manager software
- HP Integrated Lights-Out Advanced Pack software

- More time to devote to building disaster recovery center, thanks to reliable hardware and proactive management
- Cost savings from blade server deployment in disaster recovery center
- Streamlined desktop management due to PC standardization and image loading by Compugen

The remote management features enable Teligence to install, configure, monitor, update and troubleshoot its ProLiant BL Blade servers from a standard Web browser, command line or script.

Next year Angers will consider adding HP Smart Desktop Management Service, which provides data backup and protection services for a small monthly fee.

Smart advice at the ready

Angers credits HP with making his job easier and making Teligence more successful. A prime example was HP suggesting that blade servers could play in its disaster recovery center.

"It's likely that we would have gone for a one-to-one replication, which would have cost us substantially more than blade servers and virtualization. Our HP representative helped our guys go through a sizing exercise and made recommendations. We didn't have to spend hours researching different products. If HP hadn't been there, we would likely have had to pay someone to come in and do that for us."

That kind of smart advice from HP is also available locally from Compugen. "Compugen is another reason we remain satisfied with HP. Their people are very knowledgeable. In addition to providing consulting help, they're a great bridge between the HP team and Teligence," Angers states.

Relationships matter

The reliability of that advice and the trust it fosters mean a lot to Angers. "The relationship we have with HP is extremely important," he says.

"HP engineers come here from Houston and pepper us with questions for several hours. They ask our opinions and provide us an overview of what's coming from HP. HP has always been very good at supplying us evaluation units to test. All of this helps us prepare. If we're looking for a solution, all we need to do is talk to someone at HP to get the details we need to make an informed decision."

Customer at a glance

- **Organization:** Teligence Communications Inc.
- **Founded:** 1990
- **Headquarters:** Vancouver, B.C.
- **Employees:** 500
- **Telephone:** 604.629.6055
- **URL:** www.teligencecom.com
- **Primary business:** Develop and deliver social networking and entertainment services in North America

Partner at a glance

- **Organization:** Compugen
- **Founded:** 1981
- **Headquarters:** Richmond Hills, Toronto
- **Employees:** 500
- **Telephone:** 888.801.6511
- **URL:** www.compugen.com
- **Primary business:** IT services provider and PC systems integrator

For more information on how working with HP can benefit you, contact your local HP service representative, or visit us through the Internet at our world web address: <http://www.hp.com>.

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