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Profiles in Customer Success

Maxta Hyperconvergence Scales and Flexes to Support Hyper-growth of Technical Support Services Firm

Trusource Labs LLC is a technical support services company that specializes in support for the Internet of Things and provides help desk services to companies using Apple devices. Its customers range from startups fresh off a successful crowdfunding campaign to established Fortune 100 companies.

Founded in Austin, Texas in 2013, the privately held company has quickly grown to more than 600 employees in the Austin area. Additionally, the company has recently established an international operations center in Limerick, Ireland that is projected to add more than 130 technical service positions.

In 2016, the Austin Business Journal named Trusource Labs as the fastest-growing business in Central Texas in its annual Fast 50 competition after the company achieved a compound annual growth rate of 226 percent during its first three years.

trusource labs

The Challenge: Find a scalable, flexible solution to support the rapid company growth outpacing its legacy IT infrastructure

When the company initially began operating with 20 employees, their IT infrastructure consisted of a single 40-core server with 30 virtual machines connected to a flat network. While this approach worked well enough, the rapid growth of the business required the IT team to find a solution to efficiently scale the infrastructure.

Trusource Labs began searching for a solution that would provide it with the capacity, scalability and resiliency to keep pace with such high growth. The company initially considered buying another server and adding a SAN but was concerned with the significant additional maintenance and operational expenses it would demand.

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"SAN solutions start at $50,000 to $60,000 and if you run out of space, you have to upgrade all the drives or buy another one," said Larry Chapman, IT Manager for Trusource Labs. "And you need a storage engineer to manage all the LUNs. You also have to have the personnel and a pretty big hardware investment. That's not really scalable."

The Solution: Implement MxSP software to deliver scalability and flexibility at lower TCO than SANs or proprietary HCI appliances

Chapman started to look at hyperconverged infrastructure (HCI) appliances as an option but found they all had "a flaw" as they required specific hardware or locked him into using proprietary boxes, which didn't give him the flexibility he needed.

Working with a local VAR, Chapman was introduced to Maxta and its hardware-independent MxSP® hyperconvergence software.

By leveraging industry standard x86 servers with standard storage components and taking advantage of the Maxta lifetime transferable software license, Chapman could have the flexibility to refresh their infrastructure every three years, while staying within his budget.

After quickly recognizing the benefits during a presentation, it was a "very, very easy decision" to choose MxSP software as the right solution for the company.

The Result: Maxta enables Trusource Labs' infrastructure to support rapid growth without adding people, cost or complexity

Trusource Labs has used its Maxta software to configure a three-server HCI cluster based on the Dell™ PowerEdge™ R530 Rack Server, each equipped with dual Intel® Xeon® E5-2600 v4 family processors, one 800GB Intel SSD DC S3610 and six one-terabyte HDDs.

While this gives the company plenty of performance and storage capacity for now, it also offers the much needed ability to perform technology upgrades as business demands dictate.

The Maxta HCI cluster has been deployed at Trusource Labs' brand new North Austin facility, providing tangible benefits and overcoming significant challenges.

The easy-to-use MxSP user interface provides the ability to monitor their infrastructure, allowing them to simply manage storage pools and VMs, as well as gain insight into the performance of the system.

With the resiliency of the Maxta solution, Chapman said he doesn't worry about performing immediate maintenance to the system. He can now schedule time to hot-swap a failed drive or make hardware repairs without the risk of losing data. This flexibility ensures that operating expenses are kept to a minimum.

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"We run a pretty tight ship in our engineering department," said Chapman. "I don't want to have onsite engineers at every location. We can remotely manage all this stuff. Because Maxta is so maintenance-free, I don't have to double or triple or quadruple my staff. If you calculate that cost over years and years, I'm saving a ton of money."

As a result of the success of Maxta in North Austin, Trusource Labs plans to install MxSP clusters in several additional locations in the next six months. And with continued growth, Chapman said having an infrastructure design with the scalability and flexibility of Maxta makes it the "best solution" for the company.

About MxSP Software

Maxta MxSP software helps organizations of any size transform complex and costly virtualized infrastructure into a more agile, efficient configuration by converging traditionally separate compute and storage tiers. The result is dramatically simpler management and significant cost savings by eliminating the need for expensive and complicated storage area networks and storage arrays.

Maxta software-centric HCI solutions offer unparalleled freedom of choice in servers, storage and virtualization platforms, eliminating expensive vendor lock-in and creating much greater flexibility than proprietary HCI appliances. MxSP-enabled clusters support any standard x86-based server configuration. Clusters may be scaled up or scaled out in increments as small as a single storage device or server at a time.

Compute-only nodes may also be added to scale computing power independently of storage capacity, eliminating the typical over-provisioning of resources when scaling proprietary appliances.

Maxta hyperconvergence solutions offer an ideal blend of single pane of glass management, seamless scalability and enterprise-class data services for most virtual environments, including public, private and hybrid cloud deployments.

About Maxta

Maxta is redefining enterprise IT infrastructure through a groundbreaking approach to hyperconvergence that dramatically simplifies operations while delivering much greater agility and cost savings.

Our award-winning MxSP software and MaxDeploy® appliances offer unparalleled freedom of choice in servers, storage devices and server virtualization platforms, while eliminating the need for complex and costly storage arrays.

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