

# TELUS CORPORATION

## EMC resident keeps day-to-day operations running smoothly at a large telecommunications company



### ESSENTIALS

#### Challenges

- To successfully manage a growing infrastructure with approximately two petabytes of storage supported by limited support staff

#### Solution

- EMC Residency Services

#### Key benefits

- A high level of operational skill at a reasonable price
- Knowledge sharing in the course of day-to-day operations
- The right person with the skills and expertise needed

### BUSINESS OVERVIEW

With \$9.7 billion in annual revenue and 12.1 million customer connections, TELUS Corporation is the largest telecommunications company in Western Canada and the second largest in the country. It supports 6.9 million wireless subscribers, 3.8 million wire line network access lines, 1.2 million Internet subscribers, and 266,000 TELUS TV customers. It provides a variety of data, Internet, voice, video, entertainment, and IT services. The IT side of the business includes server hosting, storage management, and desktop outsourcing.

### CHALLENGES

The Storage Operations Group at TELUS manages the storage needs of hundreds of applications supporting sales, billing, marketing, and internal operations. The group also provides hosted infrastructure managed services to outside customers. In this regard, it is responsible for managing customer-owned SANs and storage arrays and supporting outsourced storage on the TELUS infrastructure.

“We have a lot going on,” says Rob Smith, the manager of Storage Operations. “Our role is to provide the storage backend and make sure we can accommodate the company’s requirements.”

TELUS has been an EMC® customer for five years, starting with EMC Symmetrix® DMX™ systems for the enterprise and EMC CLARiiON® systems for the wire line and hosting businesses. The group manages approximately two petabytes of EMC storage, and it is growing. Two years ago, one of the two people supporting the EMC technology left the company, leaving the storage team hard-pressed to manage the growing infrastructure. Even though the inclination was to hire another full-time employee, Smith says the EMC residency program seemed like a quick and efficient way to fill the position.

“We needed to find the right resource to manage the storage and oversee the day-to-day operations as well as proactively provide insight on things we needed to do,” explains Smith. “Our own projects are centered on maintaining our environment, which thousands of employees and millions of customers rely on for business-critical functionality. We need to make sure all our hosts are in line. It is also essential that we get projects up and running quickly and it helps to have resources that are already up to speed technically.”

### EMC RESIDENCY SERVICES

Smith talked to the EMC account team, which provided information on how a resident would give TELUS some important advantages.

“First and foremost, we needed someone with a high level of skill at a reasonable price,” says Smith. “Our main goal is to keep the operation running. We needed someone to step in and give us the ability to keep moving in doing the day-to-day work, keeping the environment at certain code levels, getting the code upgrades done, and keeping us on track. Our needs were mostly operational—but they are critical to running our business. We also needed someone who could see the big picture and would be able to provide the solutions architects with an accurate assessment of the EMC environment.”

**“You can go with an IT resource company, but finding the right person can be hit or miss, and the onus is back on you to find the right fit. I would recommend EMC’s Residency Service as a better option. There is an assurance that EMC will find the right person with the skills and expertise you need—that EMC will take care of you.”**

ROB SMITH  
MANAGER OF STORAGE OPERATIONS

“We trusted EMC to bring someone in who would meet our needs—and that’s exactly what they delivered with our resident,” adds Smith. “He has helped to keep us going with his technical grasp of the EMC environment. There seem to be no challenges on the technical side that he can’t solve.”

The resident was able to work on the support matrix and perform microcode updates on a Symmetrix DMX without a single outage. In addition, as important as the technology is, teamwork is important too.

“The EMC resident and the TELUS team work well together,” says Smith. “The resident is able to share his knowledge in the course of day-to-day operations. During a recent implementation of DCFM, we faced what was starting to become a mini-project. Fortunately, the resident had the knowledge to help us move through it quickly.”

## SUMMARY

Looking for someone to help sustain day-to-day operations, the EMC resident has now filled that role, and also enabled TELUS to move forward on other fronts at the same time.

“The EMC team and the resident have absolutely helped us ensure the success of our environment,” says Smith. “If day-to-day operations are threatening to overwhelm your organization and you need to bring in someone with a high level of platform-specific skills, you do have choices. You can go with an IT resource company, but finding the right person can be hit or miss, and the onus is back on you to find the right fit. I would recommend EMC’s Residency Service as a better option. There is an assurance that EMC will find the right person with the skills and expertise you need—that EMC will take care of you.”

## CONTACT US

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