



Tibio

Delivering tip-top customer services supported by Lenovo technology

With demand for outsourced IT services growing all the time, Tibio has invested heavily in its Lenovo infrastructure. With Lenovo Flex System servers supporting operations, Tibio can deliver reliable, flexible services that keep customers satisfied.





Tibio is a Finnish IT services provider, offering an array of hosted services from its state-of-the-art data center in Helsinki. The high-security data center is equipped with Lenovo Flex System blade servers, Lenovo storage devices and Ethernet networking technology. For Tibio, Lenovo is a trusted partner – the company has worked with Lenovo since its foundation.

Harri Savolainen, Managing Director of Tibio, elaborates: “We launched our hosting services in 2015 when we had a range of infrastructure solutions from several vendors in place, one of which was Lenovo. To deliver these hosting services, we needed to guarantee high levels of performance and availability to convince customers to take up the new offering.

“We’ve found the Lenovo solutions to be excellent, both in terms of build quality and scalability. The Lenovo solutions support our operations today, and we’ve been very impressed with the level of reliability. We appreciate the fact that we can get all of the infrastructure solutions we need to run our business from Lenovo.”

Optimizing services for customers

As the basis for its hosted IT services, Tibio implemented several Lenovo Data Center solutions to support its customers’ workloads. With Lenovo technology underpinning operations, Tibio is emerging as one of Helsinki’s leading IT services providers.

Harri Savolainen remarks: “The popularity of hybrid IT environments, where an organization outsources some IT systems and workloads to external providers like us, and manages some in-house, is growing. Thanks to virtualization technology, we can effectively move systems from our customers’ data centers to our own. We offer several different levels of hosting services, and work closely with customers to help them choose the option that’s right for them. We offer advice on moving workloads to the cloud, and have a lot of experience in hosting and managing complex IT environments for our customers.

“We listen to every customer with a keen ear to understand exactly how we can help them to optimize their IT. We are passionate about serving our customers and meeting their needs. We work hard every day to ensure that all our customers are satisfied with our services.”

Keeping up with strong demand

Tibio hosts many mission-critical workloads for its customers, so renewing and expanding its infrastructure to ensure high service levels and meet growing demand is a top priority.

“We recently invested in Lenovo’s new storage devices to provide our customers with more cost-effective storage options,” says Harri Savolainen. “With the European Union’s General Data Protection Regulation [GDPR] around the corner, we expect demand for data storage services to increase significantly, as we believe that more and more organizations will want to store their data domestically.

“We manage the storage platforms ourselves, but we can always turn to Lenovo for advice and support. For example, we worked closely with Lenovo to configure our storage environment for maximum availability and scalability.”



Tibio offers different service level agreements (SLAs) to each of its customers, ensuring that every organization gets the level of performance they need to support operations.

Harri Savolainen says: “Functionality and reliability are key reasons for choosing Lenovo hardware. We need a backend infrastructure that we can depend on to support customers’ workloads and to deliver on SLAs – with Lenovo that’s exactly what we get.”

Fit for the future

With the Lenovo systems’ easy scalability, Tibio can be sure to keep pace with the needs of its fast-growing business.

Harri Savolainen comments: “We are currently growing at a rate of 20% per annum, which is fantastic but also presents some challenges. We must ensure that we are able to maintain SLAs and continue delivering the best service to our customers. We want to be able to provide customers with capacity on demand, as and when they need it. With Lenovo Flex System, we can add new compute nodes to increase capacity very quickly and easily – enabling us to offer our clients highly flexible services.”

Despite years of experience using Lenovo systems, Tibio regularly participates in Lenovo training sessions. “We want to get the most out of our infrastructure, so we feel it is important to keep up to date with the latest education,” says Harri Savolainen. “The training provided by Lenovo is of a very high quality, and we are in regular contact with the local Lenovo team to discuss which new solutions would best suit our environment and what kind of software licensing we should use. We have a great partnership with Lenovo.”

Tomi Mannikainen from Lenovo Finland remarks: “We have worked with Tibio for several years now, and give them the opportunity to rent data center equipment from us with flexible terms. For example, Tibio can rent a server from us for up to three months at a time. Through our rental service, which is available in Finland and the Baltic states, Tibio and other Lenovo customers can renew and expand their IT environments more efficiently.”

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– Harri Savolainen, Managing Director, Tibio



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Solution components

Hardware

- Lenovo Flex System Enterprise Chassis
- Lenovo Flex System compute nodes with Intel® Xeon® E5 processor family
- Lenovo Networking
- Lenovo Storage

Software

- Lenovo XClarity

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