



**Objective**

Offer customers cost effective, flexible alternatives to Windows Small Business Server

**Approach**

Partner with HPE and ClearOS to deliver a simplified, single-server appliance to SMBs

**IT Matters**

- Simplifies IT environments with a single appliance
- Consolidates IT infrastructure, reducing typical footprint by 75%
- Enables flexibility through app marketplace, streamlined licensing model
- Delivers 99.99% uptime, eliminating weekly downtime incidents

**Business Matters**

- Saves 50% over traditional IT solutions
- Increases business continuity by eliminating dropped contact center calls
- Reduces power consumption significantly, eliminates air conditioning needs
- Doubles business capacity, providing a path for future growth

## A champion for SMBs

ProjiPro delivers alternative solutions for SMBs based on ClearOS and HPE ProLiant Servers



### The business landscape's middle child

Small and medium-sized businesses must feel a little like the middle child sometimes.

While massively scalable hybrid environments are targeted to the enterprise, the home user gets the simplicity of elegant, user-friendly solutions. With all the attention going to the younger and older siblings, the SMB must search for solutions that fall somewhere in between. And sometimes it's just not that easy.

Take, for example, Microsoft's decision several years back to discontinue its popular Windows Small Business Server. The move threw a monkey wrench into the future plans for countless SMBs that relied on its combination of email, productivity, and file server functions.

For Trizon LLC, a Utah-based contact center specializing in the business process outsourcing space, the announcement brought with it thoughts of overhauling its server room and spending more money than it had forecast. "We were faced with having to retool our whole IT department in order to deliver the kind of service our customers expect," recalls Steve Wilson, president of Trizon.

It sent Wilson and team on a mission to find the best way forward. "Any business owner knows that your primary role is to clear obstacles so the business can thrive. We needed to find a solution that would deliver the uptime we needed without causing business disruption."

“With Projipro, ClearOS, and HPE, we feel a degree of confidence in our business that I’ve never experienced before in my career. It’s one of the best strategic decisions we’ve ever made.”

– Steve Wilson, President, Trizon LLC

### **Alternative strategies**

Trizon was looking for guidance, and help came in the form of a router failure. “Our routers weren’t communicating with the routers at one of our client sites, so we called a local service provider, who got things working in short order,” Wilson says.

That person was Mark Warburton, CEO of Projipro, a nearby consulting company specializing in IT solutions for SMBs. Wilson and team were impressed by their first engagement, so he explained his server room conundrum to Warburton.

Turns out, Trizon came to the right guy. When Warburton heard about the discontinuation of Windows Small Business Server, he began doing some investigating of his own. “So many of our customers used to rely on that technology, that I knew we needed to figure this out for them. I needed to discover what it would take to continue with and without

Microsoft so we could not just offer those solutions, but know them inside and out,” Warburton recalls.

### **A clear path forward**

Warburton’s research led him to ClearOS, a Linux distribution based on CentOS and Red Hat Enterprise Linux, which was designed as an alternative to Windows Small Business Server based on open standards.

On paper, it seemed like it might offer a lot of flexibility to his customer base, so he tried it for himself. “I installed ClearOS on a desktop workstation at home, and it was up and running in 30 minutes,” Warburton recalls.

And because ClearOS allows you to set up networks, content filtering, intrusion detection, email, domain controllers, as well as WAN and VPN functionalities, Warburton saw its potential to replace multiple boxes in the typical SMB IT environment. “ClearOS gives

me the ability to deliver a complete customer IT solution on one server,” Warburton explains.

Warburton saw ClearOS as a path forward not just for his customers, but for his own IT business. Projipro soon became a licensed ClearOS partner, and Warburton began designing a bid for Trizon that included two paths forward: one with traditional hardware and software components, and one based on ClearOS.

### **Half the price, no sacrifice**

“We couldn’t believe the difference,” Trizon’s Wilson recalls. “Projipro presented us with a bid for an environment based on ClearOS that was literally half the price of upgrading our traditional IT infrastructure.”

Because the ClearOS solution delivers the functionality of several boxes on one physical server, the choice of hardware becomes a key decision—especially for a contact center such as Trizon. “If you can deliver all your business critical applications on one server, that’s wonderful, but it also means you now have a single point of failure for your key services,” Warburton relates.

### **A data center on one server**

It’s why Projipro sees the HPE ProLiant ML-series servers as being the perfect vehicle for ClearOS deployments. “The HPE ML350 Gen9 is my bread and butter for ClearOS deployments,” Warburton explains. “It has the compute power, the storage capacity, and the networking capabilities I need to make sure the system is stable for the long haul.”

With the ability to install full-size traditional SATA or SSD drives, and full-height networking cards, Warburton can build a ClearOS system that delivers the power and flexibility of an entire rack of legacy servers. And because the ML-series servers come standard with dual power supplies, Projipro’s customers are protected against failure from day one.

“Deploying ClearOS on HPE ProLiant ML-series servers gives my customers redundancy right out of the gate, which is important when you’re looking at your entire data center running off one server,” Warburton says. For true system redundancy at Trizon’s contact center, Warburton chose to install two ProLiant ML350 servers.

### **Simplifying, saving, and succeeding**

The difference for Trizon has been major improvements on all fronts. “The economics of ClearOS on HPE ProLiant was a no brainer,” Wilson says. “But the deployment came with other benefits as well. Our server room went from two full racks down to half a rack of gear, so we no longer need a dedicated air conditioning unit. It’s cut our energy consumption significantly.”

The combination of HPE ProLiant and ClearOS has also simplified operations for Trizon. “Adding functionality to our business has never been easier,” Wilson relates. “It used to be that every time we needed a new application, we had to add more hardware. Today, if we need new services, we can just go to the ClearOS App Marketplace and install what we need without having to worry about incurring prohibitive ongoing licensing fees.”

## Customer at a glance

### Hardware

- HPE ProLiant ML350 Gen9 servers

### Software

- ClearOS

The solution has proven to be a solid foundation for business at Trizon, where downtime used to be a weekly problem. “We haven’t dropped a call since moving to ClearOS on ProLiant, and that’s the core of our business,” Wilson says. “This is an IT environment that has the ability to scale and grow with our business needs while eliminating the disruptions and setbacks of downtime.”

And it’s all happening because Trizon found the right technology partner at a crucial juncture. “With Projipro, ClearOS, and HPE, we feel a degree of confidence in our business that I’ve never experienced before in my career,” Wilson says. “It’s one of the best strategic decisions we’ve ever made.”

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## The right team at the right time

Already, Trizon is feeling the confidence that its new IT solution inspires. “We’ve expanded into three locations, and have business contracts in place through 2018 that will double our business,” Wilson explains.

## Projipro Customer

