



Windows Server[®] 2008 R2

Customer Solution Case Study



Customer: Lionbridge Technologies

Web Site: www.lionbridge.com

Customer Size: 4,600 employees

Country or Region: United States

Industry: Professional services—Other professional services

Customer Profile

Based in Waltham, Massachusetts, Lionbridge Technologies is a leading provider of translation, development, and testing services. Lionbridge has 4,600 employees and 42 offices worldwide.

Software and Services

- Microsoft Server Product Portfolio
 - Windows Server 2008 R2 Datacenter
 - Windows Server 2008 Datacenter
 - Microsoft System Center Configuration Manager 2007
 - Microsoft System Center Virtual Machine Manager 2008
- Technologies
 - Hyper-V
 - Volume Activation 2.0

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Global Firm Cuts Server Hardware and Electricity Costs by Deploying Virtual Servers

“Before we implemented Windows Server 2008 R2 with Hyper-V, server deployment was a time-consuming and labor-intensive process. Now we can set up a virtual machine in as little as 15 minutes.”

Oyvind Kaldestad, Vice President of Corporate IT, Lionbridge Technologies

Lionbridge Technologies, a localization services provider, needed to centralize its IT infrastructure. The company deployed virtual servers in its corporate data center by using Hyper-V™ in Windows Server® 2008 and then upgrading to Windows Server 2008 R2. As a result, Lionbridge has cut electricity costs by 75 percent in its virtualized environment, decreased hardware expenses, and tripled server infrastructure while using existing floor space.

Business Needs

Lionbridge Technologies provides translation, development, and testing services through branch offices in 26 countries. In the past, each local office handled services independently, but that changed as the company grew. Instead, people from multiple offices often needed to work together in teams, and some employees worked from home or other locations. As a result, branch offices faced the challenge of supporting a growing number of users who needed access to files and applications.

Part of the IT management cost and burden involved purchasing and deploying server computers. For example, it could take up to four weeks to procure, test, and install a new computer. The company tried to decrease deployment time by purchasing and storing extra servers. “We might have 10 or 15 machines sitting idle in storage just so we could have one available faster,” says Oyvind Kaldestad, Vice President of Corporate IT at Lionbridge Technologies.

To improve efficiency, Lionbridge decided to manage its core infrastructure—including line-of-business applications and Web, e-mail, and file servers—from its corporate headquarters. However, it was already running 150 server computers in its data center and had little room for more.

Lionbridge wanted to migrate approximately 300 more servers from branch offices to its data center. "People wanted many more servers than we had room for to centralize customized production environments," Kaldestad says. "To accommodate, we knew we needed to virtualize."

Solution

In 2006, Lionbridge began testing several virtualization products, including one from VMware. The company soon realized that it needed to keep looking for a solution, because the virtualized servers were not fast enough, nor were they sufficiently easy to manage. Lionbridge was also worried that the total cost of ownership for managing VMware servers would be too expensive, especially for a large volume of servers.

Lionbridge decided to test the Windows Server® 2008 Datacenter operating system with Hyper-V™ virtualization technology. The company knew that it would save money because the virtualization capability was already included in the licensing agreement. By using Windows Server 2008 Datacenter, Lionbridge could run an unlimited number of software instances in both physical and virtual operating system environments on one computer.

The next step was to evaluate performance and ease of management. Lionbridge began rigorously testing the virtualization solution in multiple configurations in January 2008. The company first ran Hyper-V on single servers, and then on clustered physical

servers that replicated the production environment. Satisfied that hosted operating systems and applications performed well and were easy to manage with Hyper-V, Lionbridge began virtualizing production servers. The company now runs approximately 350 virtual servers on 19 physical machines in addition to the 150 server computers that were already in its data center.

Lionbridge is upgrading to Windows Server 2008 R2 Datacenter to take advantage of enhancements such as the Live Migration feature. The company uses Live Migration to move virtual servers from one physical host to another to perform maintenance without taking applications offline. Administrators in branch offices remotely manage some virtual servers with Microsoft® System Center Configuration Manager 2007, and administrators in the corporate data center use both Microsoft System Center Virtual Machine Manager 2008 and the built-in Hyper-V Management Console.

Lionbridge also streamlines product activation by using Volume Activation 2.0 and the Key Management Service to automate and manage the process. The key is installed on one computer, and new server and client computers are automatically activated when they connect to the network. "With Volume Activation, we don't need to send keys out to anybody and it reduces the number of people that need to be involved," says Kaldestad. "It also reduces the potential that a key could fall into the wrong hands."

Benefits

By implementing Windows Server 2008 and upgrading to Windows Server 2008 R2 with Hyper-V, Lionbridge can deploy servers quicker and cut costs. It is taking advantage of virtualization technology to

centralize servers while using existing floor space. Benefits include the following:

- **Faster server deployment.** Lionbridge has significantly decreased deployment time by running virtual servers on Windows Server 2008 R2 with Hyper-V. The company is using virtualization for every network in its data center, and it can bring new servers online quickly. "Before we implemented Windows Server 2008 R2 with Hyper-V, server deployment was a time-consuming and labor-intensive process," says Kaldestad. "Now we can set up a virtual machine in as little as 15 minutes."
- **Reduced IT costs.** Lionbridge has also realized considerable savings. By running fewer server computers, the company estimates that it has cut electricity costs by 75 percent in its virtualized infrastructure. Lionbridge also invests less in hardware. Kaldestad says, "We can reduce server hardware costs by 80 percent in our Hyper-V virtualized environment."
- **Centralized management.** Before, limited floor space hindered the company's plans to centralize its IT environment. But by implementing Hyper-V, the company was able to consolidate servers and transfer management from branch offices to its corporate data center. Kaldestad says, "With Hyper-V, we have tripled our server infrastructure without expanding our data center."

Windows Server 2008 R2

Windows Server 2008 R2 is the latest version of the Windows Server operating system from Microsoft. With Windows Server 2008 R2, you can create solutions that are easier to plan, deploy, and manage than with previous versions of Windows Server. Building on the features, security, reliability, and performance provided by Windows Server 2008, Windows Server 2008 R2 extends connectivity and control to local and remote resources. This means that your organization can benefit from reduced costs and increased efficiencies gained through enhanced management and control over resources across the enterprise.

For more information, go to:

www.microsoft.com/WindowsServer2008R2