NUTANIX.

Datacenter Infrastructure Case Study

Company Profile

Nutanix delivers web-scale converged infrastructure to medium and large enterprises with its software-driven Virtual Computing Platform, natively converging compute and storage into a single solution to drive unprecedented simplicity in the datacenter. With a proprietary elastic data fabric and consumer-grade management, Nutanix is the blueprint for application-optimized and policy-driven infrastructure.

Baxter's Planning-as-a-Service

Working with clients of all sizes, each with their own organizational challenges and disparities, Baxter offers a range of solutions, from traditional Software-as-a-Service (SaaS), where a client's internal staff controls the planning process, to Planning-as-a-Service, where in-house Baxter experts perform planning activities on a client's behalf.

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The Challenge

Founded in 2009, Nutanix shipped its first Virtual Computing platform in 2011 and revenue growth has surpassed most other datacenter infrastructure companies ever since. Now the company's installed base is global with support centers in the United States, Australia, Japan, the Netherlands, and the United Kingdom to provide around the clock support.

Working in this fast, start-up pace, Nutanix lacked the resources and bandwidth to efficiently plan service spares for its rapidly growing client base that requires 24 x 7 x 365 availability to run their businesses. Nutanix turned to Baxter to help:

- Meet 4-hour and next-day on-site hardware service commitments
- Quickly scale service and support globally
- Maximize resources to focus on core competencies of datacenter infrastructure solution innovation and implementation

The Solutions - Prophet and Planning-as-a-Service

Nutanix paired Baxter's integrated service parts planning and forecasting application, Prophet, with Planning-as-a-Service to quickly build an infrastructure that could match the speed of its rapid global expansion. By pairing the software with managed planning services, Nutanix is able to leverage various solutions provided by Baxter's expert consultants, including:

- Demand Forecasting on historical data, as well as past, current, and projected installed base
- Inventory Optimization – target stock levels for each part at each location in the network
- Replenishment/Redeployment – replenishment and redeployment orders to balance inventory by calculating real and potential costs of each backlog
- Supply Order Management – recommended supply orders based on various netting criteria
- Continuous Improvement via analysis of Baxter's root cause analytics for each non-optimal fulfillment of demand

Nutanix also utilizes Baxter's Demand Source Locator functionality to enable a common planning and part sourcing process that intelligently considers service level agreements (SLA), part availability, and part succession/chaining to identify the best site or alternate part to fill each service request. In turn, Nutanix can better align service execution with its inventory plan to deliver a very high service level while simultaneously controlling costs.

The Results

By using Baxter's Planning-as-a-Service in conjunction with Prophet, Nutanix was able to accelerate its capabilities and expansion while continuing to focus on the business of datacenter infrastructure, leaving the day-to-day planning efforts to Baxter's experts. Now, Nutanix is confident that the "Right Part is at the Right Place at the Right Time" every time.

Within an 8 month period of deploying the solution, Nutanix reduced days of supply by over 46% while maintaining a service level of 99.9+%. This impressive level of optimization was achieved during a period of steady growth.

Nutanix continues to grow rapidly, relying on Baxter's solutions and recommendations to help its service organization quickly scale and optimize its inventory and network.