

NRI IT Solutions America case study

Achieves hybrid cloud-integrated operations management on a large-scale retail platform using mPLAT Suite on AWS

NRI IT Solutions America provides various IT solutions for local companies in the U.S., such as major retail companies. The company is also actively utilizing the cloud, starting with the installation of Amazon Web Services (AWS) in 2017, and is currently supporting mission critical retail platforms in a hybrid environment of on-premise and AWS. However, in terms of cloud operations management, the challenge is how to efficiently manage a hybrid environment. We asked the person in charge of infrastructure about the issue they had and how they resolved it.

Overview of company where mPLAT Suite is installed

Company name: NRI IT Solutions America, Inc.
Address: 8840 Cypress Waters Blvd. Suite 140, Dallas, TX, 75019 U.S.A.

Installation of mPLAT Suite to improve the efficiency of hybrid cloud operations

"With the expiry of the hardware maintenance contract on mission-critical systems for retail customers approaching, we considered a simple upgrade of the on-premise hardware. However, customers were not only facing expiry of the maintenance contract, but also performance and capacity limitations, therefore, instead of a simple hardware upgrade, we considered utilizing a public cloud with high scalability and flexibility. We also wanted a new challenge as a platform, so we employed Amazon Web Services (AWS), which had an extensive track record with mission-critical systems." (Shiraishi)

NRI IT Solutions took on leading-edge initiatives, actively adopting a hybrid cloud in addition to on-premise, however, it faced the challenge of integrated monitoring and automation of the hybrid cloud.

"We installed a tool that performed job management and monitoring for the on-premise solution, however, without a hybrid cloud operations management mechanism compatible with a public cloud such as AWS, it would not be possible to appropriately and

continuously operate a mission critical system with an emphasis on quality. AWS provides a proprietary mechanism that performs operation monitoring, however, given the limited budget and human resources, I was hesitant to install multiple operation tools" (Shiraishi)

With this kind of issue, the company decided to install the multi-cloud integrated operations management software, mPLAT Suite, which is compatible with public clouds such as AWS.



NRI IT Solutions America
Drake Bennett, Vice President of IT Operations (Right)
Tetsuya Shiraishi, Senior Enterprise Architect (Left)

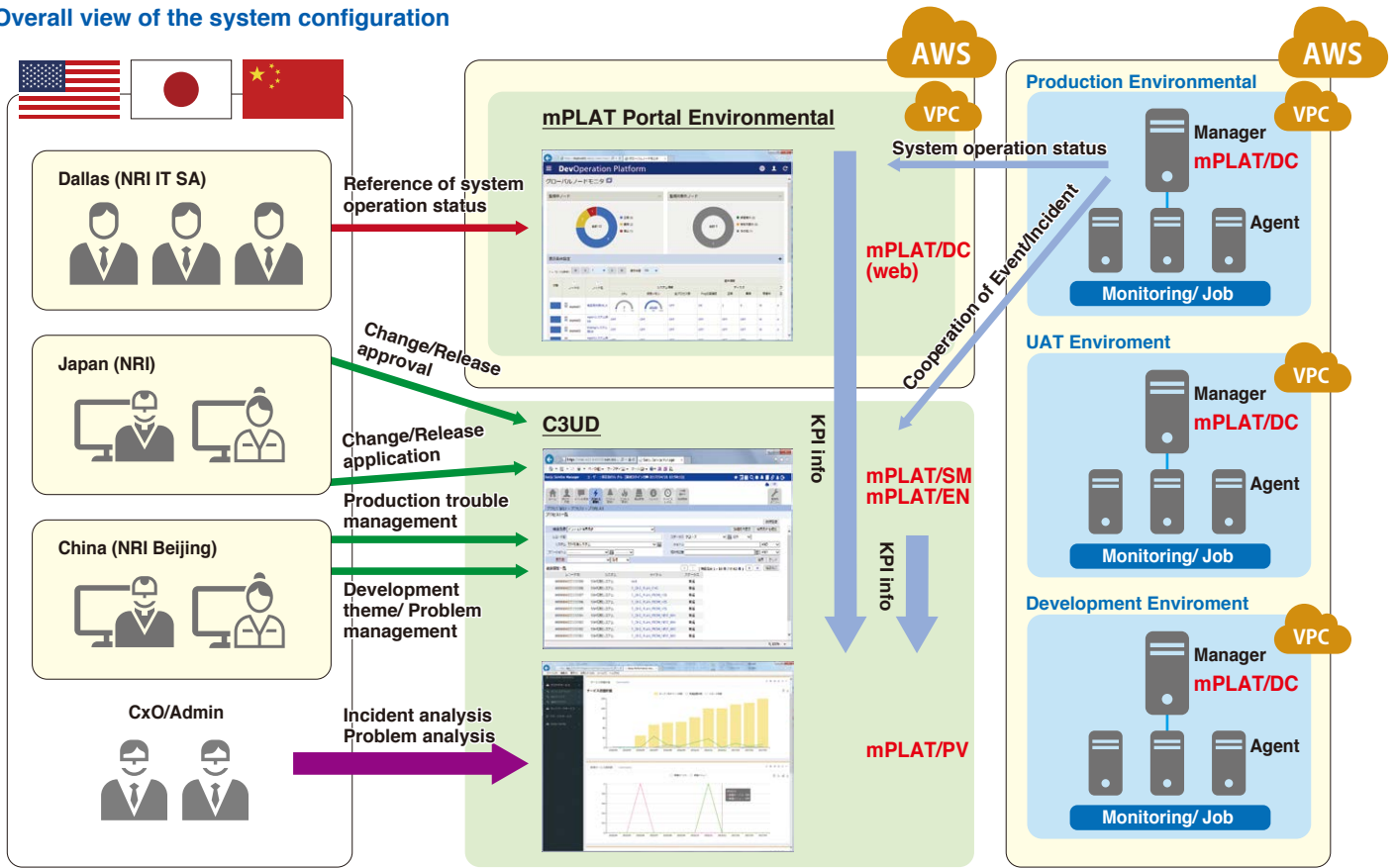
By installing mPLAT Suite, automation can be achieved using Runbook and monitoring of the hybrid environment can be achieved using Single Pane of Glass

"The biggest advantage of installing mPLAT Suite is that automation and monitoring of the hybrid cloud using Runbook, Job Scheduler, and so on, can be handled in the same console screen. Normally, you would use the AWS management console to manage AWS, however, mPLAT Suite was easy to use,

allowing you to view AWS and on-premise on the same console screen. In addition, it met our needs from a cost perspective as well." (Shiraishi)

NRI IT Solutions currently manages approximately 100 nodes, combining on-premise and public cloud.

Overall view of the system configuration



24/365 monitoring of the hybrid cloud in Japan and the U.S. from the global monitoring base (C3UD) in Dallas, U.S.

"Our department must properly operate the mission-critical systems we have been responsible for thus far in the midst of limited budgets and human resources, yet we must also create new mechanisms. When it comes to this, by having the global monitoring base C3UD perform 24/365 monitoring of mPLAT Suite, which allows comprehensive management and automation of the whole system, it is extremely significant in terms of minimizing the parts that depended on manual operation and reducing costs." (Shiraishi)

In addition to the hybrid cloud-integrated operations using mPLAT Suite, NRI IT Solutions uses the global monitoring base (C3UD) located in Dallas, U.S. Using C3UD to monitor the platforms of U.S. customers achieves stable hybrid cloud operations 24/365 in Japan and the U.S.



Global monitoring base (C3UD) in Dallas, U.S.

When it becomes the norm for the cloud to be introduced and operated together with on-premise, systems inevitably become complex. There are high expectations for mPLAT Suite as a system that performs integrated monitoring and management of such operations. NRI IT Solutions plans to continue investigating new methods of utilizing mPLAT Suite. There is no doubt that such a role will become increasingly important in the future.



NRI is a global leader which has experience and achievements in system management platform for more than 40 years, primarily in the financial industry.



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