FLEXTRONICS X

Flextronics uses RagingWire's Data Center to help support IT-Solutions

RagingWire®
DATA CENTERS

ABSTRACT

Flextronics is a global leader in end-to-end supply chain solutions, including Electronics Manufacturing Services (EMS). In 2001, as Flextronics was increasing its worldwide presence, the company started to look for a data center provider to host their IT infrastructure. Flextronics chose RagingWire because the provider offered a data center with 2N + 2 fully redundant power architecture, 100% guaranteed uptime of their IT systems, top-level security, and connectivity to allow Flextronics' global locations, customers, and suppliers to access mission-critical applications on their central IT footprint. RagingWire provided Flextronics with a cost-effective data center solution, and became a partner for future growth of Flextronics' IT infrastructure.

THE COMPANY

Flextronics is a global leader in end-to-end supply chain solutions
and produces electronic components and assemblies for many industries, including aviation, automotive, security, defense, medical, high-tech, and consumer electronics.

Flextronics is a global leader in end-to-end supply chain solutions, including Electronics Manufacturing Services (EMS). The company produces electronic components and assemblies for Original Equipment Manufacturers (OEMs) in many industries, including aviation, automotive, security, defense, medical, high-tech, and consumer electronics. Flextronics components and assemblies are installed in desktop computers and tablets, high-capacity servers, security and surveillance systems, aircraft, cars and other motor vehicles, medical devices, and consumer devices such as smartphones and game consoles. In the past decade, Flextronics has repositioned itself as an end-to-end, vertically-integrated global service provider.

In addition to traditional manufacturing, Flextronics provides its customers with end-to-end supply chain management, including product design, distribution, and aftermarket services (i.e. product repair and service parts management). "Our ability to provide a wider range of supply chain solutions sets us above our competitors," says Ken Tolland, Vice President of Global Shared IT Operations at Flextronics. "And with a global footprint in more than 30 countries on four continents, we can satisfy the needs of regional and multi-national OEMs in Europe, Asian, and American markets."

THE CHALLENGE

In 2001, as Flextronics was evolving into a supply chain solutions company, it started to increase its worldwide presence, acquiring overseas manufacturing facilities and assets from its OEM customers. At this time, Flextronics started to look for a data center provider to host their critical IT infrastructure. "We originally had a private data center at our North American headquarters in San Jose," says Tolland, "but we realized it would be too expensive and troublesome to continue to house our IT infrastructure there. We needed a data center that was reasonably close to our San Jose offices. Our central IT footprint hosts all of our mission-critical applications."

In 2001, Flextronics was rapidly growing globally. They needed a data center provider with a 100% uptime guarantee and top-level security to protect their critical data, and connectivity to allow Flextronics' global locations, customers, and suppliers to access applications on the central IT footprint.

"This includes our Enterprise Resource Planning (ERP) system, which handles everything from financial transactions, customer orders, and materials purchasing to warehousing and distribution. It also includes the first deployment of FlexCloud, our private cloud, which many of our worldwide factories and offices use as an Infrastructure as a Service (IaaS) platform. As we've grown into a global organization, these centralized applications have become more important to our worldwide daily operations. Our offices and factories, customers, and suppliers all deal with each other on our central IT system. Therefore, we need to make sure that our IT footprint is always up and running, and these applications are always available."

Flextronics needed a data center provider with a reliable power infrastructure and redundancy to guarantee 100% uptime of their IT systems. Also, they needed a data center with top-level security to protect their critical data, and connectivity to allow Flextronics' global locations, customers, and suppliers to access applications on the central IT footprint.

THE SOLUTION

In 2001, Flextronics was the first company to move their IT infrastructure into RagingWire's Sacramento data center. The move allowed Flextronics to keep its IT footprint close to its San Jose offices, while storing their IT systems in a facility with fully redundant power, 100% guaranteed uptime, and multi-level security. "We've been with RagingWire for over a decade, and we are very happy with the data center services they provide us," says Tolland. "RagingWire's redundant power and cooling and the resiliency of their facility ensures that our servers and applications are available 24/7/365 to all of Flextronics' worldwide locations."

BENEFITS

RagingWire's 100% guaranteed uptime and the resiliency of the data center ensures that the Flextronics' servers and applications are available 24/7/365 to all of their worldwide locations.

FULLY REDUNDANT 2N + 2 POWER

Flextronic's IT footprint takes advantage of RagingWire's patented, multi-point electrical architecture, featuring 2N + 2 redundancy. The Sacramento data center features multiple power sources, including a local utility station power feed, a feed from RagingWire's privately owned 69 kV power substation, plus on-site industrial generators, uninterruptible power supplies, and custom-designed power distribution units.

"RagingWire's 2N + 2 power redundancy is crucial to us," says Evan Zhang, Senior Director of Enterprise IT Solutions at Flextronics. "If they experience a double-failure — for example, if the local utility power goes out while the staff is doing maintenance on the backup generators — the data center's power will automatically fail over to the other sources, without it having an impact on our servers. RagingWire's power infrastructure served us well during California's energy crisis in 2002. Thanks to their redundancy, our IT servers did not go down during the rolling blackouts. I can't imagine the disaster that Flextronics would have faced if we hadn't moved our IT systems into the RagingWire data center the year before."

A PARTNER FOR GROWTH

Over the years, Flextronics has periodically added new servers to its IT footprint at RagingWire to handle increased demand for its applications from customers, suppliers, and newly acquired Flextronics factories. "The RagingWire account team has always been very proactive in helping us to manage our space," says Tolland. "They've let us know when it might be a good idea to purchase the space next to one of our cages, because it's the only place left for us to expand. Their data center's high-capacity power allows us to install new servers and bring them online without interrupting service to other servers in our cluster."

RagingWire's 2N + 2 power redundancy, flexible solutions, top-notch security, compliance, and carrier-neutral network connectivity is not only cost-effective for Flextronics but also helped their global growth.

SECURED AND COMPLIANT

RagingWire's data center facilities carry HIPAA, Sarbanes-Oxley, SSAE 16, and other certifications, and provides multiple security layers. Security features include on-site guards, high-resolution surveillance cameras, and intrusion detection and alarm monitoring points throughout the facility. Client access to the building, the data center floor, and Flextronics' dedicated cages is governed by strict security procedures. Visitors are required to use photo ID badges, individual PIN codes, and biometric scanning. "I can speak from personal experience as to how well RagingWire's security works," says Tolland. "On a recent visit to the Sacramento data center, I accidentally set off a very noisy door alarm as we were going into a data center area. It was embarrassing, but it let me know that RagingWire is very serious about their security system and procedures."

WORLDWIDE CONNECTIVITY

"Flextronics takes full advantage of the carrier-neutral network connectivity at the RagingWire facility," says Tolland. "We depend on them to keep those communication links intact, without disruption, so that our worldwide offices and factories, our customers, and our suppliers will always be able to connect with our servers and access our mission-critical applications."

A COST-EFFECTIVE SOLUTION

"With RagingWire's services," Tolland explains, "our value comes not in dollars, but from the fact that the data center helps us to conduct worldwide business, manage our IT footprint, and keep our applications running. It's far more cost effective for us to leverage RagingWire's data center with 2N + 2 architecture than to build and operate our own data center. With RagingWire's 100% uptime guarantee, we have full confidence that our IT systems will be safe and continuously available to our factories throughout the world."

RagingWire®
DATA CENTERS

RagingWire designs, builds, and operates mission-critical data centers that deliver high-density power and 100% availability. The company has 650,000 square feet of data center infrastructure in Northern California and Ashburn, Virginia and is affiliated with the global network of data centers operated by NTT Communications in 150 locations. RagingWire's patented power delivery systems and EPA ENERGY STAR rated facilities lead the data center market in reliability and efficiency. With flexible colocation solutions for retail and wholesale buyers, a carrier neutral philosophy, and the highest customer loyalty in the industry as measured by the Net Promoter Score®, RagingWire meets the needs of top enterprise, Internet, and government organizations.

TAKE THE NEXT STEP.
To learn more about RagingWire data center solutions, contact us.
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