Hewlett Packard Enterprise

Business Connexion
Connective Intelligence™

Objective
Improve knowledge of data centre design and operation

Approach
Researched suitable training courses

IT Matters
- Instructs staff in the operation and maintenance of a mission critical data centre
- Teaches the design lifecycle of data centres and the stages involved
- Empowers participants to pinpoint data centre challenges and provide solutions

Business Matters
- Makes Business Connexion Nigeria more competitive in its market
- Improves the level of service provided to clients
- Enables staff to effectively deal with vendors and contactors

Business Connexion Nigeria benefits from specialist training

HPE Education Services delivers valuable data centre knowledge

Business Connexion Nigeria (BCX) specialises in data centre projects. It's often called in to help clients whose data centres have been designed and implemented by non-professionals, leading to problems with system availability, performance and security. To ensure that it provides a professional service, members of the BCX team have attended two specialist data centre courses run by HPE Education Services.

Challenge

Improved design knowledge
Business Connexion Group (BCX) is one of Africa's leading ICT service providers with over 30 years of operational experience. Headquartered in Johannesburg, it has more than 7,500 employees across six African countries, the UK and Dubai. The company offers a wide range of services including business consulting, communication, data centre management, information security and cloud computing. It also runs a world class Global Service Management Centre that provides clients with a single contact point to resolve their IT issues, and has a network of data centres with direct interconnectivity.

"After attending the HPE training courses, I now know much
more about how to design and implement efficient data centres.
I'm much better equipped to solve clients' problems."

– Kelvin Oghafua, senior enterprise design architect, Business Connexion Nigeria

The Nigeria branch in Lagos has 150 staff. To date, this office has delivered projects including data centres, wireless networks and cabling infrastructures to clients in the financial services, academic, telecommunications, SMB and oil and gas sectors. One of its main jobs is to assist with data centre design and operation and the BCX team are called in by many companies who need help.

"Most of our clients previously had their data centres designed and implemented by non-professionals and this was affecting system availability, performance and security. That is why it called in BCX to help it redesign and implement new environments," says Kelvin Oghafua, senior enterprise design architect with BCX Nigeria.

To ensure that it could provide the best service, BCX Nigeria needed training in the recommended standards for data centre design and it turned to Hewlett Packard Enterprise for the answer.

Solution

Understanding the requirements
To obtain the necessary knowledge and skills, BCX employees have attended HPE Education Services' Certified Data Center Professional® and Certified Data Center Specialist® training courses.

The two-day professional course exposes trainees to the key components of the data centre, addressing how to set up and improve efficiency. Instruction covers key aspects of the high-availability data centre such as power, cooling, security, cabling and safety. The training also addresses the main operational and maintenance aspects of a mission critical data centre. Participants can tap into the trainer's extensive experience to discuss specific needs and issues in their own environments, assisting them in solving practical problems. Objectives are to enable trainees to choose the optimum size for mission critical data centres based on current and future needs; describe all the components needed for a high-availability data centre and name and apply various industry standards and technologies.

The three-day specialist course focuses on the knowledge needed to review and improve existing data centre facilities and to decide on the correct implementation of those facilities.

It empowers customers to deal with suppliers and to be able to verify offers from vendors for suitability, effectiveness and efficiency.

Customer at a glance

HPE services
- HPE Education Services Certified Data Center Professional® Training
- HPE Education Services Certified Data Center Specialist® Training

The course uses a combination of lectures and Q&A sessions to discuss participants' specific needs and the issues they have experienced in their own environments. After completing the course, attendees should be able to understand the design lifecycle of data centres and the stages involved; discuss data centre requirements in detail with vendors, suppliers and contractors; validate design plans and understand redundancy levels for data centre design, setup and maintenance.

HPE has a global agreement with EPI, the developer of the course material, and the training is available on a global basis via any HPE office. All courseware and examinations are accredited by EXIN which is an independent accreditation and examination institute with over two million certified students. Training is delivered by HPE instructors who are certified by EPI.

HPE Education has a comprehensive portfolio of solutions and services that the workforce of an organisation needs, to meet their desired business outcomes on the journey to the new style of IT which is driven by big data, cloud, mobility and security. The training solutions for the new style of IT are intended to make IT simpler, safer, more agile, faster, and more cost effective and to produce a better skilled workforce. Organisations may have the best technology but without skilled workers, they won't get the most from their investment in technology.

Benefit

Better equipped

"I have previously undertaken data centre professional training with another supplier but I preferred the HPE Education Services course because it was very comprehensive," says Oghafua. "It covered end-to-end design principles and the cooling and power parts were also very useful to me.

"I think that taking part in the HPE training enables me to create better data centre designs for our customers. Now, when I re-design the data centres I can adhere to the proper standards such as TIA 942, the recognised telecom standard for data centres. I am also better equipped to advise on data centre locations and building standards.

"The advice I have been able to give as a result of this training has dramatically reduced downtime at our clients' sites and has enabled me to effectively analyse original equipment manufacturer (OEM) products and advise my clients on them."

Learn more at
hpe.com/ww/learn

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