

## api outsourcing

Innovate To Transform

API Outsourcing, Inc. (API), based in St. Paul, Minnesota, is a leading business process provider in finance and accounting outsourcing. API was ranked as the #1 global accounts payable service provider in the Black Book of Outsourcing's State of the Global Finance and Accounting Outsourcing Industry 2010 published in December 2010. They support both front-office and back-office automation to reduce costs, strengthen controls and improve service levels. Through a combination of API's expertise, scalable technology, standardized processes, efficient delivery centers and world-class customer care staff, API is able to provide customers with innovative services designed to meet their service and budget requirements.

### Business Case for Rorke Data's Storage

In the early 2000's, API initiated the use of an enterprise storage area network (SAN) to keep all data in a repository for their growing outsourcing business. Unfortunately, their initial enterprise SAN experienced failures that caused downtime for API's customers. As a result, API turned to Rorke Data, a Minnesota storage solution company, to help protect their data and to improve system reliability. API purchased their first Galaxy® RAID systems from Rorke in 2004, and thanks to their positive experience with the reliability, performance, and low cost of Galaxy storage systems, API purchased additional units for use in their data centers.

According to Joe Hess, IT Manager for API, "The Rorke Data Galaxy devices we deploy have never gone down to cause us a business outage." "We have never lost *any* data with Rorke storage devices," added Steve Mund, Sr. Unix System Administrator.

As the company continued to gain customers, API noticed a big change in their customers' storage requirements. Files were getting larger and customers wanted to store different types of files. In addition, the RAID systems had to perform for API's online customers' millisecond-response requirements. "We ingest thousands of files a day and receive thousands of requests for documents, images, and files," commented Hess. Depending on the business segment, data is stored online for the initial period and moved to near-line servers with other Galaxy storage units. API's customer-facing solutions for all three business segments are using 100% Galaxy storage. The devices are configured based on application; database storage uses 15,000 RPM Seagate FC or SAS drives and content storage uses 7,200 RPM drive devices.

As of December 2010, API has purchased 20+ Galaxy storage systems to accommodate their ever-expanding customer data. All API storage systems are supported with 24x7 onsite maintenance.

### API's Confidence in Galaxy Continues

API is very comfortable with the Galaxy storage units; so much so that they are in the process of deploying an 80TB SAN (which can scale past 200TB) for an online replication solution that can meet API's stringent customer service level agreements, API's Six Sigma process requirements, and SAS 70 Type II certification requirements.



Learn more about Rorke Data's reliable, performance-driven line of value-based storage by contacting us today to discuss your storage needs.

### About Galaxy HDX3

- » "Green Design", 80% high-efficiency power supplies, Smart drive idle mode, and spin-down technology, reduced power consumption for inactive drives
- » Rackmount RAID with single or dual redundant controllers
- » Host connections include four 8Gb Fibre per controller
- » New faster Drive Backplane supports the latest generation of SAS and SATA HDDs
- » Increased to 2GB of standard RAM, increased BBU battery life to 3 years
- » New larger expansion 16 Bay SAS JBOD support up to 112 HDDs
- » Enhanced Media Scan and Error Handling keeps the RAID working when there are degraded or damaged drives
- » Hot swap drives, fans, PSUs, and controller modules for easy maintenance
- » Built-in, browser-based management software or easy-to-use operator