PURESTORAGE®
Uncomplicate Data Storage, Forever

SOUTHWEST GAS

About Customer
Southwest Gas delivers natural gas services to more than two million customers across Arizona, Nevada, and parts of California. As a growing utility, it is committed to providing a sustainable energy future for customers, employees, and shareholders.
www.swgas.com

Geo
North America

Industry
Energy

Solution Area
Accelerate Core Applications

Products in Use
FlashStack®
Evergreen//Forever™
Pure1®

Southwest Gas Puts Energy into IT Efficiency

Southwest Gas is a provider of essential energy for everyday life in the region, from heating water and warming homes to fueling indoor ranges and drying clothes. To support its commitment to reliable and safe service to customers, modern technology in the field and in the office is critical.

In the biggest IT project of its 90-year history, Southwest Gas replaced its legacy mainframes and underlying storage with FlashStack from Pure Storage and Cisco Systems. Key systems and infrastructure not only run sustainably, it also offers efficiency, reliability and data protection benefits which will serve generations to come.

> "We are committed to serving our communities today and tomorrow, and that means investing in solutions that can scale with our business. With Pure, we can grow efficiently in every possible way."

ERIC VALENTINE,
MANAGER, PLATFORM SERVICES, SOUTHWEST GAS

Impact on Southwest Gas

Aligns technology investments to the company's long-term service goal

Provides uninterrupted delivery of natural gas services to customers

Ensures security, reliability of mission-critical customer management system

Challenges

Ensure systems scale to meet the growing customer and community needs

Enhance customer service while safeguarding customer data

Save energy and time

Results

Gains performance and data reduction rates of 4:1 in SAP HANA environment

Speeds service delivery, protects data in case of cyber attack

Cuts power costs, provisions storage in minutes, speeds patches by 50%

Seizing an Opportunity to Drive Efficiency

Eric Valentine doesn't shy away from challenges. "I've always enjoyed troubleshooting issues and making processes more efficient," says the Manager of Platform Services for Southwest Gas. So, when it was time to replace the Customer Information System (CIS) in use for more than 25 years with SAP HANA, he immediately shifted into optimization mode.

"Everything we do is driven by our commitment to ensure our customers can rely on their natural gas service, safely and reliably," says Valentine. "This project allowed us to meet customer needs by modernizing our system and creating opportunities for scale. We also sought more ways to protect customer data and our systems from cyber threats. We always look to create efficiencies that will help us conserve energy and prevent unnecessary costs."

Service and Support that Stacks Up

Valentine deployed SAP HANA on FlashStack. "A cutting-edge platform like FlashStack delivers the speed and performance we need to run a modern CIS like SAP HANA," says Valentine. "Coupled with Pure's customer service and support, we are set up for long-term success."

Today, production workloads including Oracle, SQL Server, and MongoDB databases, as well as VDI and SCADA, run on Pure. To protect against cyberthreats, Southwest Gas enabled Pure SafeMode™ and uses encryption at rest for replication between its primary and backup data centers. Compared to the company's legacy storage, FlashStack reduces space and power costs. And with an Evergreen//Forever subscription, the team has consolidated more workloads and capacity using less space.

Scaling to Serve the Community

Ease of visibility via Pure1 adds to IT team efficiency. They can now provision storage in minutes versus weeks and can complete patches 50% faster than before, freeing time to work on key virtualization initiatives. Southwest Gas is also achieving a data reduction rate of 4:1 in the SAP HANA environment.

"We are committed to serving our communities today and tomorrow, and that means investing in solutions that can scale with our business," said Valentine. "With Pure, we can grow efficiently in every possible way."

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