



Technology

# Taking IT service levels to **new heights**

OneNet

Cloud pioneer OneNet partners with Lenovo to bring latest-generation technology to its customers, backed by responsive local support and technical expertise.

Lenovo

1

## Who is OneNet?

OneNet is a pioneer and market leader in cloud computing in New Zealand. The company works with hundreds of organizations throughout Australasia, offering a complete range of cloud services from private and public cloud, managed Infrastructure-as-a-Service (IaaS), Desktop-as-a-Service (DaaS), backup, and disaster recovery to Microsoft 365. Beyond core cloud services, OneNet also works with customers on advanced analytics, big data, and AI services.

**OneNet**<sup>®</sup>  
Trusted partner in cloud computing

## 2

# The Challenge

Innovation is embedded in OneNet's DNA. Two decades ago, the company pioneered cloud computing in New Zealand and has transitioned hundreds of businesses to cloud services throughout that time.

OneNet's private cloud is built on best-of-breed Lenovo infrastructure and operates from four data centers, located across New Zealand and Australia. To keep delivering the highest level of service for customers, OneNet continually upgrades and evolves its data center infrastructure.

Tony Weston, CTO at OneNet, begins: "Technology doesn't stand still, and neither do we. We take a very modular approach to our technology platform, adding and refreshing hardware all the time to ensure the best possible performance and capability."

“

“Lenovo has been a trusted partner for many years. Neither the technology nor the local team has ever let us down.”

**Alex McDonnell**

COO, OneNet

# Investing in technology

OneNet's private cloud is currently based on latest-generation Lenovo ThinkSystem servers and ThinkSystem DE Series storage arrays. The company operates a separate Lenovo ThinkAgile MX Series environment running Microsoft Storage Spaces Direct (S2D) to underpin its popular DaaS offering, hosting thousands of Citrix virtual desktops for hundreds of customers.

OneNet recently migrated its Auckland infrastructure to a new data center facility and has invested substantially in latest-gen, energy-efficient Lenovo server hardware. Co-founder Dr. Michael Snowden states: "The upgrade included significant increases to our available capacity whilst at the same time improving our environmental credentials. Our new data center operations are solely from 100% renewable power and certified [Toitū net carbonzero and Toitū enviromark diamond](#) to provide further sustainability surety to our customers."

## Services

Lenovo Premier Support  
Lenovo Warranty Upgrade  
Lenovo YourDrive YourData Service

## Hardware

Lenovo ThinkAgile MX Certified Nodes  
Lenovo ThinkSystem SR650 V2 and V3 servers  
Lenovo ThinkSystem DE4000H Hybrid Storage Arrays  
Lenovo ThinkSystem DE6000F All Flash Storage Arrays

## Software

Lenovo Xclarity  
Microsoft Windows Server 2022 Datacenter  
Microsoft Hyper-V  
VMware

## **A helping hand**

Partnering with Lenovo not only gives OneNet access to the latest and greatest data center technology, but also high-quality technical support.

Alex McDonnell, COO at OneNet, confirms: “Lenovo is a leader in the data center space, with lots of exciting new technology and new features integrated into their solutions. We also pride ourselves on being at the leading edge, so are often early adopters of new products. This sometimes comes with a few teething issues around firmware and driver updates, but Lenovo is extremely responsive in getting these things sorted.”

With Lenovo Premier Support, OneNet has access to advanced technical support 24x7x365 with a dedicated phone number, with technical account managers available for escalation management.

Alex McDonnell adds: “The technical experts work closely with us to deep dive into the issues. Lenovo Premier Support means that we can resolve any early-adopter issues and start taking advantage of the new technology as quickly as possible.”

# 3

## Results

Backed by Lenovo solutions and Lenovo Premier Support, OneNet can deliver high-availability, high-performance private cloud services that its customers can depend on. “We like the flexibility and reliability of Lenovo’s data center solutions, as it means we can build a resilient technology platform that meets the high expectations of our customers,” says Tony Weston.

Alex McDonnell confirms: “Reliability is a huge benefit of partnering with Lenovo. One server could host multiple customer environments, so any downtime could potentially impact multiple businesses and hundreds of users. Lenovo hardware has proven to be extremely reliable over the years. Crucially, thanks to Lenovo Premier Support, we have peace of mind that help is just a phone call away if anything were to happen.”



Reliable, energy-efficient hardware



Responsive local support



Expert technical advice

# Why **Lenovo**?

For OneNet, the partnership with Lenovo is about more than just technology. “The people and the support make the difference,” says Tony Weston.

With Lenovo Premier Support, OneNet benefits from round-the-clock technical support, next-day on-site labor and parts prioritization, and extended warranty options.

Tony Weston concludes: “The level of service we get from the local New Zealand team is fantastic. They always go above and beyond to ensure we get the help and support we need.”



# How can cloud providers delight customers?

By partnering with Lenovo, OneNet benefits from latest-gen hardware and expert support.

Explore Lenovo Data Center Solutions and Services