



Everything clicks for Netsindo with HPE ProLiant and ClearOS

Regional HPE partner finds the ultimate customer solution for SMB and education

Objective

Offers SMB, education, and government agency customers simple, stable solutions that lower IT costs

Approach

Partner with HPE and ClearCenter™ to deliver a dramatically simplified license profile without sacrificing performance, security, or reliability

IT matters

- Achieves 100% compatibility between OS and server hardware
- Delivers powerful, intuitive OS and application environment
- Enables broader adoption with intuitive interface and ease of use

Business matters

- Saves 50% over traditional IT solutions
- Delivers only the functionality customers need without paying for more
- Creates a solid platform for SMBs, government agencies, and schools



When everything comes together

Sometimes things just click. It's as true in our day-to-day existence as it is in the IT world, and it's a reminder that conventional wisdom and industry trends don't always mean the best outcomes for business.

It's something Andi Riza, owner of Indonesian IT service provider, Netsindo, experienced when he first discovered ClearOS™—then called ClarkConnect—several years ago. At the time, he was managing IT for small and medium-sized businesses in Indonesia with Microsoft Windows Small Business Server® as his main platform. His company, Netsindo, was looking for simpler, more cost-effective ways to help its customers. And that's when it happened.

“When I first saw it, I recognized it as a huge opportunity to bring Linux® into places that normally wouldn't adopt it,”

Riza recalls. “ClearOS makes Linux easy to understand—I was really excited the first time I used it.”

Evangelist for change

So excited, in fact, that he quickly started Indonesia's first ClearOS user group and began authoring a book on the subject. Today, Riza teaches ClearOS to his community and his user group now boasts 10,000 members.

“I see ClearOS as an enabler of technology for everyone from internet cafes to schools, hotels, temples, and beyond,” Riza says.

Meanwhile, his company, Netsindo, is providing IT consulting services, system installation, system maintenance and server procurement to an ever-broader range of customers, including governments, police departments, and even the KPK—Indonesia's official anti-corruption agency.

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Filling the gap

ClearOS is popular with his customers because it represents the best balance of value and support. “When we used to use Microsoft® software, we would always run into licensing complexity. As soon as you have more than five users, you need to buy more licenses. That model is problematic for small businesses,” Riza explains.

On the other hand, Linux represents the other extreme of the business conundrum. “Linux is free, which is great, but customers are skeptical because there’s no guarantee behind it. People in Indonesia don’t like that. So when I approach customers about ClearOS, they like that there is support from the developer and from me. They don’t mind the up-front cost because they realize this is a professional OS.”

Finding the right fit

If there’s a complication with the business model for Netsindo, it’s on the hardware side of things. “The only problem with ClearOS is

finding its home—a 100% compatible server to bundle with the OS,” Riza says. “We’ve used various products from all the big vendors to try and find the best fit, but the same problems kept occurring.”

According to Riza, the most common issues involve incompatible NIC and LAN cards, as well as the presence of vendor-specific hardware features that won’t run on ClearOS. “It’s very confusing from our perspective, trying to find the best hardware and trying to minimize the time we spend recompiling software so it will work on different servers,” Riza explains.

Because the IT hardware market has its own peculiarities in Indonesia, it compounds the problem for Netsindo. “We can see that a product exists, and that it’s available in certain parts of the world, but if we can’t order it from one of our distributors, we have to import it ourselves,” Riza relates.





100% compatible

So when Riza tried installing ClearOS on servers from HPE, he was pleasantly surprised with the result. “I can install ClearOS on **HPE servers** without the issues I have with other vendors, and that’s very important to me for my business and my customers going forward,” Riza states. “We know HPE servers and have access to them in Indonesia, and we know ClearOS. Now we have a server platform that is 100% compatible with ClearOS.”

Thus far, Riza has had success bundling ClearOS with HPE ProLiant DL20 servers for school campuses and government agencies. For larger customers, Riza chooses ProLiant DL380 servers for use in the data center. “**HPE ProLiant** offers us the strongest solution with the fewest issues of any vendor,” Riza says.

Simplicity delivered

When building a new IT environment for a Smart City development in a nearby district, Riza encountered some existing servers from other vendors. “We installed ClearOS

there and found some problems relating to the NIC and the Wake On LAN feature, so we switched to ProLiant and everything works smoothly now,” Riza explains. “Using ClearOS on ProLiant is as easy as driving the family car.”

The safe web

The most popular deployments for Netsindo are for customers who want web servers and internet gateways. “The top use of ClearOS is for servers configured to run a production application and also be an internet gateway. The second most popular use is web servers. My customers also like the security options—we use it for firewall, intrusion protection, and spam filtering,” Riza explains.

It’s been a popular choice for Netsindo’s government customers. “We’ve had success marketing ClearOS to government as well as other industries for web servers, and we’re moving away from Microsoft Windows Servers® for those applications,” Riza relates. “In terms of price, we typically see a 50% cost savings while benefitting from a simple license system that is easily understood by us and our clients.”



Customer at a glance

Solution

Netsindo offers ClearOS on HPE ProLiant servers because the combination delivers 100% compatibility, saving Netsindo and its customers time and money.

Hardware

- HPE ProLiant DL20 servers
- HPE ProLiant DL380 servers
- HPE ProLiant MicroServer Gen10

Software

- ClearOS

A bright future

Ultimately, Riza says he would like to be able to offer a simpler, consolidated solution to the Indonesian market he serves. “I see an opportunity in bundling solutions for businesses in the area, and I look at HPE and see their MicroServer Gen10, and think that could be an interesting solution to bring to market here,” Riza relates.

Due to the limitations of hardware availability in the country, Riza says the idea of offering a single, qualified hardware and OS solution is incredibly attractive. “In Indonesia, we have a new education initiative requiring schools to invest in a server for online student testing. So there’s a huge market for a simple, integrated solution. I think HPE MicroServer Gen10 and ClearOS would make a significant impact in that market right now.”

Team spirit

Riza is also excited about experimenting with ClearVM on ProLiant servers. “Right now, most of our customers have multiple physical servers, so we’re interested in seeing how ClearVM could help them get more out of their existing hardware investment,” explains Riza.

As an early ClearOS evangelist in Indonesia, Riza can now also add “Regional Partner” to his list of accomplishments. “We’re building a network of local partners in almost all parts of Indonesia right now—these are all IT solution providers—so we’re all supplying the OS and technical support,” Riza explains.

In all, it looks like a bright future for Netsindo in Indonesia. “This is a market in search of simple, stable solutions—it’s a perfect opportunity for us with the help of HPE and ClearCenter.”

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