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ANALYTICS

Hewlett Packard Enterprise

HPE Hybrid Cloud makes storage fit by measuring storage engineering

About Hewlett Packard Enterprise

Hewlett Packard Enterprise (HPE) was founded in November 2015 when Hewlett Packard split its enterprise business. The U.S. multinational delivers data center technology and tooling services to customers worldwide. HPE is ranked 147 on the US Fortune 500 and, in 2024, had an annual revenue of $30.13 billion.

The Storage Engineering Measuring Program at Storage Headquarters in HPE Hybrid Cloud uses Qlik to measure and analyze storage engineering. Replacing a manual data-collection process with an accessible and understandable metrics platform, Qlik enables faster operational response times, efficient workload processing, and transparency for storage engineering code, build, test, and lab infrastructure teams.

"The truth about important engineering conditions that Qlik shows our workforce, in standard metric formats, supports vital engineering deliveries, agreements, and capabilities for HPE Hybrid Cloud Storage."

Jerry Ellis, Media and Metrics Programs, HPE Hybrid Cloud Storage

Customer Name
Hewlett Packard Enterprise

Industry
High Tech

Geography
Texas, USA

Function
IT

Challenges
- Make sense of complex, disparate, and highly customized datasets
- Optimize use and deployment of key storage resources
- Improve accuracy and transparency across the storage business

Solution
HPE deployed Qlik with its on-premises data warehouse to replace previously manual metrics processes with a single point of access to critical metrics data.

Results
- Storage engineering management is simplified and organized
- Metric visibility for developers, engineers, and managers is increased
- Accurate data enables faster and more accurate responses to requests

Effective measuring means effective management

At HPE Storage headquarters in the Hybrid Cloud business unit, the Storage Engineering Measuring Program catalogs a metrics program homepage and measuring toolbox of Qlik metric apps that measure the quality and efficiency of storage engineering operations for storage business programs and software releases. For Jerry Ellis, Media and Metrics Program Administrator at HPE, this means harvesting new app capabilities, metric improvements, and operational services delivered to internal Qlik production streams, and preparing them for internal press releases and newsletters.

"I play a harvester's role in the measuring program," Ellis says. "I harvest produce that is ready for internal production operations and ready to be consumed by others within Storage. Investment goes to waste if you can't harvest what you produce, prepare it for consumption by others, and share it with them."

Ellis firmly believes that effective management requires the right measurements – and since starting in storage 25 years ago, it's an area that he feels is often overlooked.

"The word 'measuring' terrifies a lot of people. It's certainly not the most popular engineering activity on the construction site, but it's one of the most critical," he explains. "It gives you the measurements you need to put in your plans, blueprints, reports, and contracts for further evaluation and review."

It's a principle that HPE Storage understood, but with projects worldwide all using their own tools, datasets, and formats, developing a measuring program across the business could be challenging.

"Before 2020, we had different versions of the truth that showed different metric definitions and metric values. Engineering measurements were difficult for our businesses to make sense of," Ellis notes. "We needed a better way to provide quality engineering metrics and large engineering datasets to the internal storage lab, product, program, and release communities that depend on unified measurements for operational success."

## A powerful, secure, and user-friendly solution

HPE was already an extensive enterprise user of both Qlik Sense® and Microsoft Power BI. The measuring program's core team knew both tools were capable analytic platforms, so an evaluation on both was conducted to produce assurance and scores to help managers make decisions about the future direction of work.

"We created similar dashboards and datasets to compare Qlik and Power BI," Ellis recalls. "The evaluation scores proved Qlik had the characteristics we wanted for engineering."

The first thing that impressed the core team about Qlik was its developer security and data integrity for app developers and users in production environments.

"Qlik gives engineers more scripting control over key functions compared to Power BI, and the more control engineers have over a tool, the better its chance of being adopted," he explains. "The working relationship between the HPE IT Qlik platform team and Qlik's own product support team is also critical to keeping the lights on for developer support and user satisfaction."
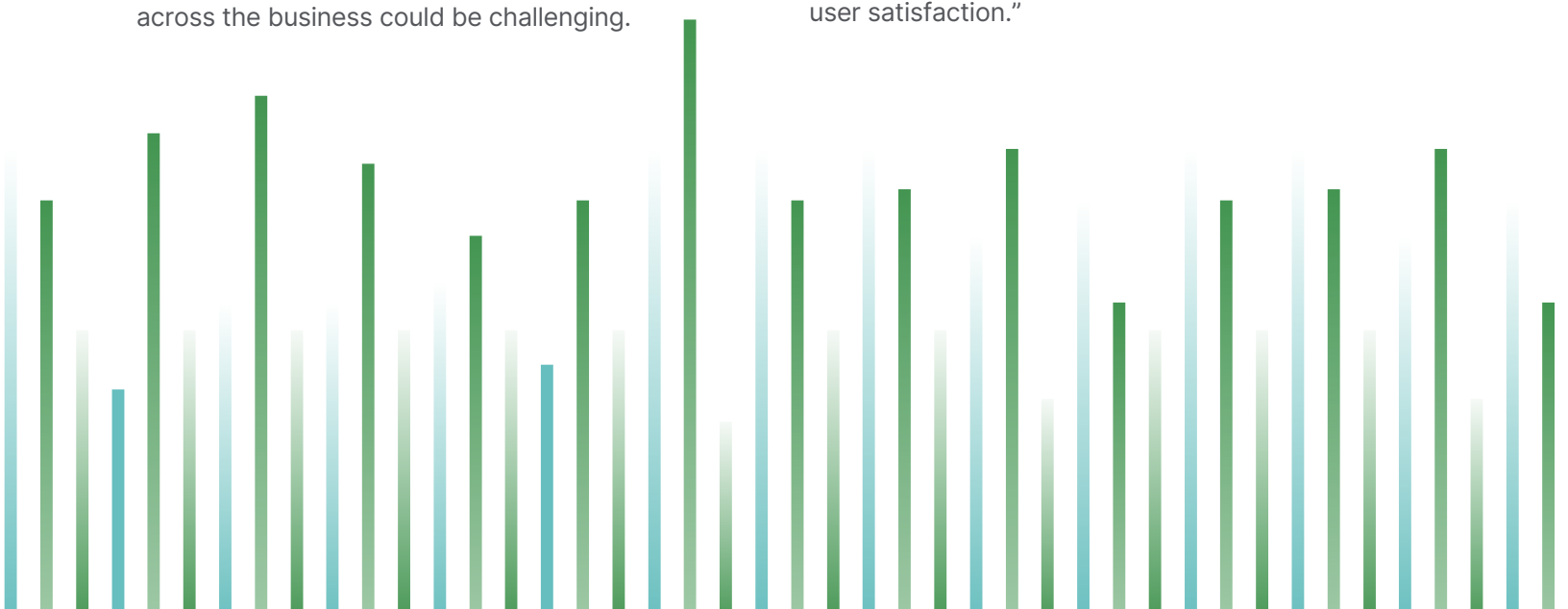
Other factors that set Qlik apart include its powerful capability to analyze and display large, complex, diverse, and heavily customized datasets in web browsers and app development environments.

"Qlik was the clear winner in terms of delivering user-friendly drilldowns and associative analysis in the GUI," Ellis continues. "Qlik is also more powerful in creating the metric system of measurement we wanted, and its on-demand dynamic filter is the best in the industry. Qlik also scored well on handling highly compressed data formats, such as QlikView Data (QVD) files."

Qlik apps import large engineering datasets from an on-premises data warehouse, which is then fed processed data through the integrated data pipeline. Before Qlik, the challenge and burden of formatting consistent visuals was put on storage developers.

"The main data sources are the apps and tools that produce our storage products and services, as well as project management tools such as Jira and automation tools such as Jenkins," Ellis says. "We're cataloging 12 of them but now there are hundreds of other instances in use across HPE that could be added."

Simplifying a complex and critical function

For Ellis, taking storage engineering measurements previously involved jumping between multiple tools and screens and manually piecing together the information he needed. Qlik has now replaced that cumbersome and potentially error-prone process with a unified viewpoint and a single, dependable source of truth.

"Qlik's ability to transparently show standardized and unified metrics from large engineering datasets to product engineering program managers, and thereby reduce operational response times, is a significant advantage to us," Ellis says. "The ability to slice data views in Qlik is also one of those benefits that you really can't put a value on. It means we can respond quickly to users and improve the quality and efficiency of priority engineering programs."

In an environment that is saturated with innovation, automation, and rapidly rising end-user expectations, the capabilities that Qlik delivers are becoming increasingly visible and valuable.

"Qlik's ability to accelerate our responses to stakeholder requests really is a significant benefit," Ellis explains. "The truth about important engineering conditions that Qlik shows our workforce, in standard metric formats, supports vital engineering deliveries, agreements, and capabilities for HPE Hybrid Cloud Storage."

To date, the program's homepage has had over 3,000 unique views and plays an important role in organizing Qlik apps and making storage engineering metrics visible to storage business functions and their critical operational processes.

"Storage engineering hasn't had a measuring toolbox like this before," Ellis notes. "Now, we can measure the quality and efficiency of our software engineering releases and make sure those builds fit properly into the storage arrays they are designed for.

"For the measuring program, expanding metrics coverage for Qlik and providing metrics-based training and support is a great future direction," Ellis says. "Qlik is helping us make that experience possible for our business.

"I want to help clients make better use of their data and drive real impact, and I'm looking forward to working on diverse projects and staying at the forefront of new technologies," he says. "As AI continues to shape the industry, I want to keep learning and deliver data-driven solutions that help our clients make smarter decisions."

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About Qlik

Qlik transforms complex data landscapes into actionable insights, driving strategic business outcomes. Serving over 40,000 global customers, our portfolio leverages advanced, enterprise-grade AI/ML and pervasive data quality. We excel in data integration and governance, offering comprehensive solutions that work with diverse data sources. Intuitive and real-time analytics from Qlik uncover hidden patterns, empowering teams to address complex challenges and seize new opportunities. Our AI/ML tools, both practical and scalable, lead to better decisions, faster. As strategic partners, our platform-agnostic technology and expertise make our customers more competitive.

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