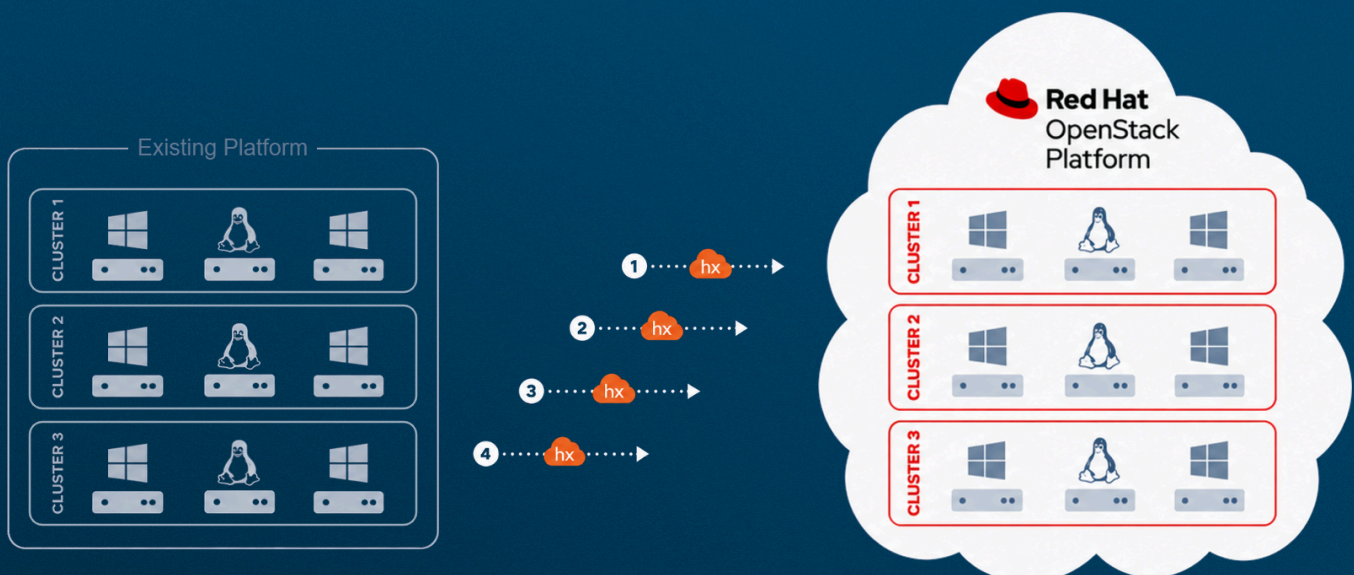


CUSTOMER STORY

Migrating Indonesia's Largest Telecom Operator to Red Hat OpenStack Platform

How i3 used Hystax Acura to move 450+ production VMs off its existing virtualization platform for one of Indonesia's largest mobile telecom operators — agentlessly, in batches of 10–20.

PARTNER i3 (Inovasi Informatika Indonesia) — enterprise cloud & RHOSP solutions provider	END CUSTOMER One of Indonesia's largest mobile telecom operators (name withheld under NDA)
SOLUTION Hystax Acura — migration, disaster recovery and backup from one console	INDUSTRY · REGION Telecommunications · Indonesia
SOURCE → TARGET Existing platform → Red Hat OpenStack Platform (RHOSP), multi-cluster	SCALE 450+ VMs migrated in batches of 10–20 — thousands next



Business Challenge

The migration was driven by the customer's cloud modernization initiative. The company wanted to move away from its existing virtualization platform to reduce licensing costs, improve scalability, and build a more flexible cloud infrastructure — as part of a broader infrastructure refresh and long-term cloud transformation strategy.

Without this migration, the customer would have faced significantly higher virtualization licensing costs, limited flexibility for future infrastructure expansion, and slower adoption of cloud-native technologies — all of which could have impacted operational efficiency and long-term business growth.

Why Hystax Acura

i3 researched several migration tools before selecting Hystax Acura. Its agentless architecture, live migration, and incremental data replication stood out during evaluation — together with native compatibility with Red Hat OpenStack Platform, making it the right fit for this complex, multi-cluster project.

The Hystax Acura Solution

Hystax Acura's agentless architecture, live migration, and incremental data replication were decisive factors in i3's evaluation. Manual migration would have required extensive planning, validation, and coordination, with a much higher risk of downtime — Hystax Acura automated replication and provided a predictable, reliable cutover process instead.

There was a short learning curve when i3 first adopted Hystax Acura, mainly to understand the migration workflow and best practices. Once the team gained hands-on experience, the tool became straightforward to use — with the Hystax support team on hand to help whenever questions came up.

The project used all three of Hystax Acura's capabilities together — migration, disaster recovery and backup — which i3 implemented for this customer as a single engagement, drawing on its own expertise as a long-established Indonesian IT solutions provider.

THE CHALLENGE

- 01 Rising virtualization licensing costs, limited room to scale.
- 02 Production workloads moving to a multi-cluster RHOSP target.
- 03 Manual migration meant heavy planning and downtime risk.
- 04 Agentless replication was a hard requirement.

WHY HYSTAX ACURA

Agentless migration with live replication and native RHOSP compatibility — built for large-scale, multi-cluster environments.



"Hystax Acura is an exceptional tool for complex OpenStack migrations; its robust live-migration and incremental syncing capabilities allowed us to execute around 450++ VM multi-cluster project with absolute confidence and minimal downtime."

Ach. Chusnul Chikam

Associate Consultant Manager · i3

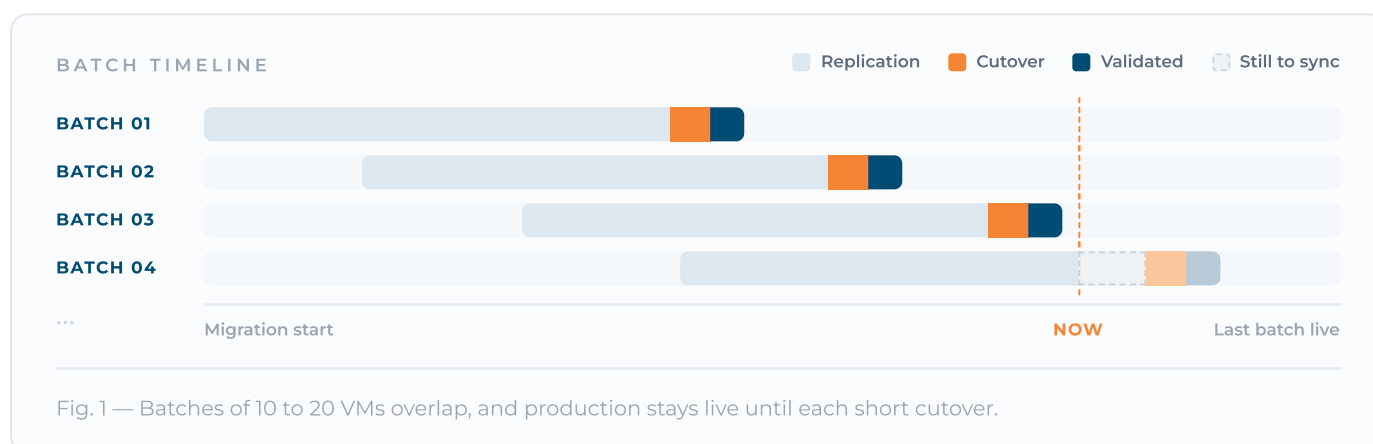
Structured, Predictable Migration

i3 approached the migration with a highly structured plan covering planning, replication, and execution phases, grouping VMs into batches of 10 to 20 for replication.

Hystax Acura replicated the production VMs from the existing platform into multiple Red Hat OpenStack Platform clusters without installing anything inside the guest machines. Nothing changed in the running environment: each batch synced in the background, and the systems stayed live until their cutover.

WHAT MADE IT FIT

- **Native Red Hat OpenStack support** — the decisive factor
- **Agentless** — nothing installed in guest VMs
- **Automated replication** — no manual copying
- **Predictable cutover** — less downtime and risk



Placement rules survived the move

Hystax Acura's Expert Mode JSON exposes OpenStack Server Group and Availability Zone as migration parameters, so anti-affinity and zone assignments arrived on RHOSP intact — batch after batch, at any volume.

TARGET LAYOUT

- **Multi-cluster RHOSP** — several clusters, not one
- **Placement preserved** — server groups and zones as before



Results & Impact

Significant time efficiency

Incremental replication synced data in the background with minimal impact on production, so the final maintenance window shrank to a short, planned cutover.

Full visibility & control

A structured planning–replication–execution model kept every batch measurable and predictable, with clear status for each VM before its cutover.

Proven, repeatable batch model

Grouping 10–20 VMs per replication batch created a framework that scales without redesign, ready for future migrations of several thousand VMs.

Strong technical partnership

Hystax engineers provided hands-on remote support throughout, resolving edge cases such as post-migration VM boot errors within the same working day.

Capability built in-house

After the first few batches i3 ran planning, replication and cutover end to end without vendor hand-holding — the workflow is now part of its standard delivery playbook.

One console after the move

Migration, disaster recovery and backup share a single console, so no second product had to be licensed, learned or integrated — protection was live from day one.

Looking Ahead

Having proven the batch-by-batch model at a 450+ VM scale, i3 is preparing to apply the same framework to a major new opportunity — a large-scale migration for one of Indonesia's largest cloud and hosting providers, an engagement that would set a new benchmark for its enterprise-scale delivery capabilities.

That next phase is planned for next year at several thousand VMs, and its schedule is calculable rather than hopeful — Hystax Acura's replication figures let i3 project transfer times and plan each wave around real maintenance windows.

REPEATABLE FRAMEWORK

- Assess**
Inventory and group VMs into batches
- Replicate**
Agentless, incremental, production stays live
- Cut over & validate**
Short window, placement rules preserved
- Repeat at scale**
Same playbook, thousands of VMs next



ABOUT HYSTAX

Hystax delivers cloud infrastructure software for migration, disaster recovery, and backup (Hystax Acura), FinOps (OptScale), and AI ROI and governance (OptScale AI). Hystax Acura is purpose-built for large-scale, heterogeneous migrations with deep native support for OpenStack.

→ hystax.com



ABOUT i3

PT Inovasi Informatika Indonesia (i3) specializes in enterprise cloud infrastructure, helping organizations architect, deploy, and manage complex cloud environments. Its expertise spans a range of technologies, with a strong knowledge and experience on Red Hat OpenStack Platform (RHOSP).

→ i-3.co.id