

From Repeated VxRail Failures to Full Recovery: PreRack IT Saves a Struggling Deployment

Full VxRail Rebuild in Two Weeks

About the Client

An enterprise organization reliant on a newly deployed VMware VxRail environment to support its virtualisation platform and day-to-day operations.

Our Solution

- Lower cost and more cost efficient
- Fast end-to-end rebuild
- Fully supported baseline restoration
- ZeroLock security hardening (Multi layer security protection)



Fast Recovery Time




Stable Platform



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THE CHALLENGE



PreRack IT was engaged after weeks of failed attempts to bring a new VxRail environment online. Hosts could not join the cluster, critical services would not start, and management tools were unresponsive. Previous providers escalated tickets instead of taking ownership, causing delays, higher costs, and mounting risk.

THE PRERACK IT SOLUTION



Our VMware specialists took full ownership, running deep diagnostics across ESXi, vCenter, and VxRail. They uncovered compounded misconfigurations that made incremental fixes impossible and executed a structured recovery, rebuilding from a clean, known-good baseline to restore long-term VMware supportability.



Stabalization of the recovery plan



Full host reinitialization



Rebuild of VxRail components



Restoration of core services



Validation of storage and networking



Final health checks and handover

RESULTS



1

Full VxRail environment restored to stable operation within 14 days.

2

End-to-end rebuild delivered at less than half the cost of the competing recovery proposal.

3

Clean, supportable baseline established for long-term operations.

4

Virtualization platform fully operational, enabling business continuity.

5

Hypervisor layer secured with MFA, ransomware protection, and virtual patching.