

Trust Systems helps a major retailer implement resilience

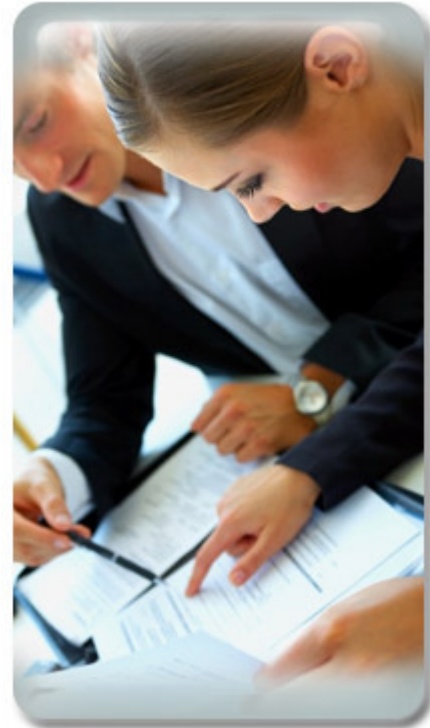
Client profile

- A Group responsible for two powerful retail brands which are leaders in their respective fields. Where people who work in the Group are passionate about what they do.
- Operating from approximately 692 Stores in 7 countries

Background

Working with the client and software developer, Trust had previously designed and implemented the infrastructure for a vital loyalty scheme to their customer base using IBM System x and DS Storage units. Phase two of the loyalty project was to ensure that customers received continuity of service at all times, whether making purchases in-store or over the web.

- Lack of resilience meant that in the event of a failure, customers could potentially have not been able to access their loyalty points, have points added or deducted at POS. This could have resulted in negative customer feeling.



Key issues

- *Disparate data centre locations*
- *Continuity of infrastructure hardware*
- *Network failover design*
- *Backup design*
- *Space, Power & cooling in the DC*

The solution

Working closely with the client project team, the ISV and IBM, Trust presales and implementation team set about the end to end infrastructure design. Ensuring that at all layers of the IT infrastructure had been considered in terms of location, access and any dependencies, risks or issues. The first stage was to audit and assess the existing infrastructure design in order that a secondary 'mirror' could be implemented in the backup DC, following which a proposal and design was submitted. We then agreed all milestones, timelines and deliverables during the project workshop, prior to ordering all hardware to be shipped to various locations, for pre build and unit testing. Once the inventory was fully tested, the servers, storage and backup environment was built, configured and tested again as a full environment to ensure total compatibility. Once the ISV had performed their install and signed off, Trust performed backup restore and failover testing prior to full and final sign off approval.

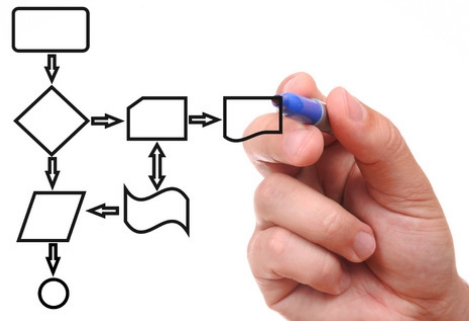
Products & Services used

- Servers: IBM System x3850 Database Cluster, x3650
- Storage: DS4700 based SAN,
- Backup: IBM LTO Library, Symantec Netbackup,
- Software: Microsoft Enterprise Server 2003, SQL Server, Doubletake 'Livewire'
- Networking: IBM Fibre SAN Switches, Cisco Catalyst 4948 Switches

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Solution benefits

Following the solution implementation, the client now has their loyalty system mirrored across two Data Centres, based around a SQL Cluster with 'active-active' application servers, resilient Storage environment and a centralised backup solution. This environment now also fails-over to a mirror in Data Centre 2 ensuring that the client has maximum uptime and business continuity.



About Trust

Trust Systems are a privately owned limited company based in the South West of England, working with businesses from all sectors across the UK including education and public sector.

Trust is split into distinct solution sets, based around Networking, Servers and Storage, encompassing all areas of IT infrastructure, working with clients to build long term relationships and trust.

As a vendor independent reseller we work with some of the worlds most respected vendors to ensure that our solution portfolio provides our clients with the best solutions to address their business issues. Trust's technical team are tasked with diligently assessing the most pertinent product sets from the range of vendors leading the market.

For fast incidental purchases Trust have a fully operational eCommerce site, enabling clients to browse, click and buy online paying by card or credit account, with over 100,000 products available for next day delivery purchasing becomes simple, visit www.trusthardware.co.uk.

Our sister company Trust Resource provides permanent, part time or contract resource to end users and resellers covering a wide range of technical skill sets, www.trustrsource.co.uk

Strategic Partners

Servers

IBM, HP, DELL

Storage

NetApp, IBM, HP

Networking

Cisco, Juniper,
Force10, Riverbed

Software

Microsoft, Symantec,
Doubletake, VmWare

Maintenance

Covering tailored or packaged services from all of our partners in addition to tailored 3rd party services.

