

## ARVATO SERVICES SWITZERLAND FULLY RESTRUCTURES IT INFRASTRUCTURE

### Virtualisation concept supports customisation of existing systems

*“transtec is a competent and reliable partner who supports us in realising our ideas and the technical viability of our services. We can give the confidence and trust placed in our company back to our customers in the form of high-quality package solutions”.*

*“We were completely impressed with transtec prior to project start with their personal consultation services, customised solution and the support during and after the implementation. We are happy to have found such a competent and reliable partner as transtec - especially for future challenges”.*

*“A before-and-after energy cost comparison revealed the impressive savings potential of our new IT infrastructure: the servers alone save on energy by 50 percent. The hardware volume has also been cut back to approximately two thirds which also reduces our IT heat emissions. As a result, we have to spend considerably less on keeping our systems cool”.*

**ANDRÉ ROHDE, IT MANAGER AT ARVATO SERVICES**

#### THE COMPANY

arvato services Switzerland is a subsidiary of arvato AG, an international media and communications service provider and part of the global Bertelsmann network.

More than 30,000 employees offer their competencies and expertise to a unique international network and enable arvato services to best serve markets that orient themselves on a global scale but still retain local character.

arvato services offer a wide selection of national and international solution-related business process outsourcing solutions in supply chain management. This not only involves coordinating product shipments and further deliveries to customers but also the procurement, order receipt, printing of delivery notes and customer invoices, commissioning, warehousing, distribution, claims management and customer communication. arvato services offers all these services from one single source.

#### WHEN PROCESS KNOW-HOW MEETS SOLUTION EXPERTISE

A strong level of customer confidence is required if process outsourcing is to be effective. Only those who can fully understand and

systematically reproduce entire process structures can expect to successfully establish themselves with their know-how as an outsourcing partner on the market and build up a nature of trust with their customers. An absolutely fail-safe IT infrastructure is also vital. “We are lucky to have both”, answers Christian Fritz, CEO of arvato services, in response to the question concerning the company’s success.

High-availability and secure data is vital and the importance is even more evident when it’s the customer’s data you’re looking after and not your own. “Besides a multitude of internal tasks - printing, file management and e-mails - we also deliver an increasing number of services using transtec solutions. Our customers have constant and convenient access to our services via Citrix and, for instance, can use a completely outsourced ERP system, a front-end database, a wide range of Web services such as Webshop links or can simply transfer encrypted data via FTPS.

The required system performance and security is delivered by four transtec CALLEO 342 virtualisation servers with vmware® ESX 4.0 and two DataCore™ CALLEO 343 storage servers with Windows Server 2008 and Datacore™ SANmelody each with 16x 300 gigabyte hard drive capacity. Two PROVIGO 550 RAID systems also provide an additional 3.6 terabytes each to boost the storage capacity. Data security could also be increased by outsourcing all backup systems into a special server room in a separate building on the company site.



*“Costs were obviously an important factor in upgrading and restructuring our IT landscape. We needed to maintain the same performance standards while at the same time expanding our service and customer network.*

*transtec's concept was all the more convincing as it involved customising the functions of existing systems. For instance, the capacity of previously purchased transtec 342 virtualisation servers, one transtec 343 storage server and one Provigo 550 RAID could be upgraded to meet new requirements. In this way, we could save almost a third of the investment costs. New IT purchases could be kept within a realistic and financially viable budget.*

*We are also one considerable step ahead of the permanent race against hardware ageing thanks to transtec's virtualisation concept. We have access to maximum flexibility and can allocate system resources as and where we need them. More performance means that future investments into better performing IT will no longer be an issue. We will be able to concentrate on allocating the right level of computing and RAM capacities (server virtualisation) and fail-safe hard drive storage (storage virtualisation) from our resource pool to the jobs at hand”.*

**ANDRÉ ROHDE, IT MANAGER AT ARVATO SERVICES**

#### SERVER AND STORAGE VIRTUALISATION SUSTAINABLY REDUCES COSTS

The advantages of IT virtualisation are not just limited to dedicated resource allocation, improved system security and less administration. From a ROI perspective, the modular, upgradeable transtec virtualisation concept also delivers results: besides reducing overall administration levels, the benefits of IT virtualisation has spread to other areas.

#### CONVINCING ALL-ROUND SOLUTION

The transtec solution fulfils all requirements in terms of storage capacity, speed and high availability and at the same time still provides reserves of performance and storage space. “The biggest challenge we were faced with at the beginning was to think virtually. Once you have incorporated this way of thinking, a whole range of new possibilities open up. We are now even considering virtualising external sites or integrating client virtualisation”, summarises André Rohde again.

It took one year from the planning and first tests with vmware® ESXi in July 2009 to the final commissioning of this virtualisation solution. Once the hardware was ordered and shipped in April 2010, all the systems could be installed in just eleven days. Storage virtualisation took somewhat longer as data had to be mirrored gradually for migration reasons. The total volume of the installation amounted to 150,000 Euros

#### THE SOLUTION

The transtec virtualisation solution is principally based on the existing IT landscape of arvato services; the configuration was merely subject to a structural upgrade in order to expand the infrastructure's computing power, RAM and storage capacity.

A total of four transtec CALLEO 342 ESX servers host multiple virtual machines and allow for the efficient administration of all processes. Two transtec CALLEO 343 storage servers with DataCore™ supply the required amount of storage. These provide more than half of the network storage pool and mirror all data. Both systems are preinstalled with the DataCore™ virtualisation software SANmelody. The high-performance software package features active protection against potential application crashes or data loss. The storage drives are also automatically mirrored in the background. In the event of a hardware crash, the affected data is restored quickly and without any permanent loss.

Each of the CALLEO 343 servers has two eight-core processors and 24 or 32 gigabyte RAM as well as 16x 300 gigabyte hard drives and thus enough resources to deal with growing amounts of data. Two additional PROVIGO 550 RAID systems support the infrastructure with a further 7.2 terabytes of storage capacity.