

CASE STUDY..

Storage... You can rely on!



Lanway - by listening and sharing ideas, can really make a difference and deliver tangible benefits to organisations they work with.
One such customer is Pipeline...

PIPELINE INDUCTION HEAT FILE



Long term cost savings have now been realised, with 75% of the costs being recovered from backup and support improvements alone. Efficiencies within the organisation have also increased and the cost of space and annual power consumption has been reduced. Staff efficiency and motivation levels have improved along with network speed. In addition the IT management team can now focus their attentions elsewhere, as the constant fire fighting caused by the unreliability of the old system is now something of the past.

CUSTOMER PROFILE

COMPANY : PIPELINE INDUCTION HEAT
INDUSTRY : PIPELINE PROTECTION
COUNTRY : UNITED KINGDOM/GLOBAL
FOUNDED : 1982
EMPLOYEES : 400
WEBSITE : WWW.PIH.CO.UK

THE CHALLENGE

PIPELINE HAD SEVERAL AGING SERVERS THAT FAILED REGULARLY. THE OFFSITE BACKUP FACILITY OFTEN FAILED WITHOUT NOTIFICATION SO WHEN IT CAME TO RECOVERING DATA IT WAS IMPOSSIBLE. THE SUPPORT FROM THEIR PREVIOUS SERVICE PROVIDER WAS POOR AND SLA'S WERE NOT MET ON SEVERAL OCCASIONS.

THE SOLUTION

TO ALLOW USERS ACCESS OVER THE TWO MAIN BUILDINGS ON SITE THROUGH THE INSTALLATION OF HP SERVERS, LEFT HAND SAN AND VMWARE VIRTUALISATION SOFTWARE. STAFF ALSO ATTENDED COURSES ON VMWARE SO THAT THEY COULD TAKE ADVANTAGE OF ALL ASPECTS OF THE SOLUTION WITH FULL CONTROL AND MANAGEABILITY MADE SIMPLER.

Preferred Partner
GOLD

PIPELINE INDUCTION HEAT FILE

The Background

Pipeline Induction Heat Ltd (PIH), a CRC Evans Company is a contracting company specialising in the onsite application of anti-corrosion coatings, heat treatment and other support services during construction of onshore and offshore oil, gas and product pipelines.

PIH are one of the world leaders in the provision of specialist field joint coating services and are particularly proud of the long and successful track record in spool base and offshore field joint coating activities as well as in the onshore pipeline construction sector. PIH has long been associated with providing onshore and offshore services for all the major pipeline construction contractors and has earned a reputation for quality, performance and reliability in the services they provide.

The Issues

Pipeline had several aging servers that failed regularly. Their offsite backup facility often failed without notification so when it came to recovering data it was impossible. Their support was poor and SLA's were not met. On several occasions their servers failed over the weekend and although they had 24/7 coverage they were not informed leaving them to pick up the pieces on Monday.

The company needed to have a resilient disaster recovery plan in place as well as high availability with as little downtime as possible.

The situation was so critical that £1000's of pounds per hour were being lost in downtime as the company was heavily reliant on email traffic. To compound this Pipeline had a server failure and missed an email that nearly lost them a multimillion pound deal.

The Solution

Lanway proposed a solution that would ensure that minimal downtime would be experienced if a server failed or there was a disaster. For example, if one location flooded or set on fire, they could be back up and running within 1 hour at another site. Backups are replicated across two buildings and a fully virtualised VMware solution was implemented to ensure high availability and redundancy. The cutting edge technology ensures that hardware failure was minimal and any failure was covered by redundant hardware that would take over in the event of a hardware failure.

Lanway also implemented a virtual desktop solution to aid the remote workers around the world who need fast and secure access to the internal systems. The solution now offers a great desktop experience outside the office environment while IT management internally is simple and effective.

All these solutions were implemented within weeks of the project approval and Lanway worked out of hours to ensure no disruption to the daily operations of the business was experienced.



What the client said

Andy Naylor, IT Manager at Pipeline was extremely impressed with the solution that Lanway provided "our aging servers failed on a regular basis, added to that our service support was poor". Lanway were brought in to install a new system that would grow with our business expansion and also provide a cost effective solution to our backup and support needs.

The solution they presented fulfilled the brief with the addition of training on VmWare, helping us to take advantage of all aspects of the solution, giving us full control and manageability. We have since expanded on this solution working closely with the team at Lanway, which again confirms the great working relationship we enjoy with them".