Case Reference:
Ensuring business confidence and continuity
– Resilient infrastructure through IaaS, with DR and Backup

If Plan B should ever be called upon…

Infrastructure, Disaster Recovery & Backup as a Service

About the client

This leading value-added reseller (VAR) specialises in fast sourcing, configuration, delivery, and installation of customer premises equipment and configure-to-order servers. Its customer base comprises mostly digital services providers; organisations themselves that cannot accept anything less than the most rapid turnaround on their often-bespoke requirements. These are companies that form the backbone of digital transformation for the enterprise.

Best practice business readiness

Demonstrable best practice is a key ingredient in gaining, and justifying, customer trust. When a VAR's entire reputation is built on solving problems for its customers, it needs 100% confidence in its own systems. It's not just a case of being prepared for the worst; it's also all about being seen to have the most robust Disaster Recovery and Backup systems in place.

The starting point, from an IT perspective, is in the server. The client was looking for a resilient and flexible solution to underpin better SLAs in the event of physical hardware failure. Unplanned downtime can take a big chunk out of customer confidence and a company's reputation. Being prepared for the unexpected enables a business to be constantly ready to deliver customer satisfaction.

What did they seek from Viadex?

Every day is a challenge for this client. A combination of repetitive projects for customers, and special-order requirements for hardware uniquely configured, provides a constant flow of complex tasks. The key to managing this flow is in simplifying processes on a big scale to ensure that no other challenge will get in the way of non-stop forward momentum; every minute of the day.

In addition to ensuring a robust service for its customers, the client also needed to implement regular Disaster Recovery testing to meet ISO accreditations. The client asked Viadex to review the existing infrastructure and application estate to discover where potential problems may have lurked and identify where better practises could be introduced; and then make this happen.

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The Viadex Solution:
Out with the old, in with the new: Migration to Infrastructure as a Service (IaaS)

Viadex technical specialists undertook a rigorous investigation across the entire estate, reviewing every aspect of the client's infrastructure. Not confining the review to the technology, however, they also quizzed the business principals: What were their goals? What did they see as the most important aspect of their IT? Where were their current dissatisfactions? This process produced essential understanding of the context for any recommendations that may follow and gave the client the opportunity to participate fully in the tech review process.

We recommended an IaaS model to address the three pillars of business confidence the client needed for managing current customer demands and to be in the strongest possible shape for the future:

- **Flexibility:** An IaaS platform would put the client in control of its destiny; no longer a slave to the machine. Any time they needed a resource ramp-up (CPU, RAM, storage) they could simply access it on demand. Any time they needed to grow, they'd be able to without drawn out gestation periods or having to find the necessary capital for investment in kit.

- **Resilience:** The IaaS model would also provide greater resilience than the client's previous on-premise approach. The servers would be virtualised on a VMware estate receiving fully managed care and attention, with server systems monitored and maintained by a team of experienced engineers.

- **Disaster Recovery:** Part of the Viadex recommendation was the Zerto IT Resilience Platform™ to ensure the tightest Recovery Point Objective (RPO) and Recovery Time Objective (RTO) between geographically dispersed datacentres. Zerto provides RPOs within a few seconds. This response simply could not be replicated by an on-premise only solution.

🛡 AUDIT   🖧 DESIGN   🔧 DEPLOY   🕐 OPTIMISE

Results: Streamlined operations for complete customer reassurance.

- **Reassurance is based on the measures a company can put in place to reduce risk.** The Viadex solution to redefine the client's IT estate has not only mitigated risk, it has also made sure that any downtime that does ever arise will be handled swiftly, and pretty much in the course of business as usual. No shocks, no surprises, no system seizures.

- **All the systems were successfully migrated to the IaaS platform with minimal downtime.** The virtual servers were exported from the ageing VMware estate and imported into the IaaS platform. Given that the change-over had to be completed out of hours, we preconfigured and tested the IaaS platform, virtual firewalls and IPSEC VPN tunnels prior to the migration weekend.

- **In addition to robust Disaster Recovery,** the solution Viadex has put in place also provides a more efficient backup approach as this is also managed and maintained by the IaaS vendor. This further reduces risk to the business and cost.
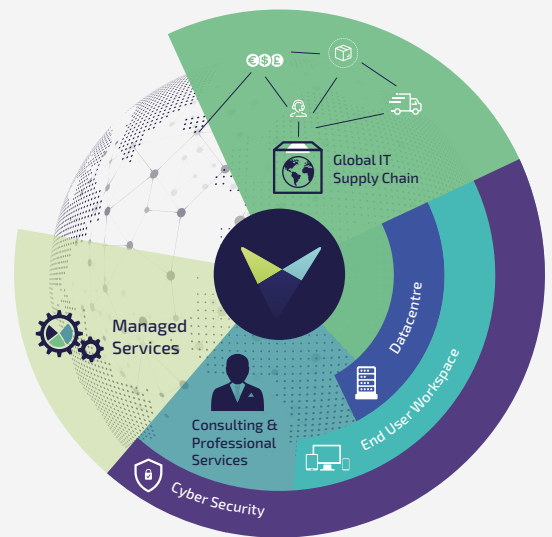
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About Viadex

Experience: Viadex work with best-in-class global partners to deliver tried and tested approaches and engagement models, following a robust framework approach to ensure justifiable outcomes and reduce project risks.

Direction: In an increasingly competitive environment, a 'one size fits all' approach to IT rarely addresses your objectives: reducing risk, reducing costs or improving efficiencies.

Precision: Our structured methodology analyses your current mode of operation (CMO) to best define the scope of the IT solution, aligned to the needs of the business now and into the future.

Focus: Viadex provide tactical and strategic IT direction to help focus on your current and future business goals and long-term strategy.

Global IT Supply Chain

Managed Services

Consulting & Professional Services

Datacentre

End User Workspace

Cyber Security

Global IT Supply Chain

Consulting & Professional Services

Managed Services

Datacentre

Cyber Security

End User Workspace

AUDIT   DESIGN   DEPLOY   OPTIMISE

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