STS Pulls New Client Out Of a Real Disaster

Sydney Technology Solutions Saves the Day Using DELL Virtualisation

The DELL solution was the real deal when pulling the new client out of a disaster resulting in no access to client data and saving the day with a full data recovery from a corrupt RAID 5 old system & failed backup.

Sydney Technology Solutions (STS) provides options to small business owners - options that will put them in position to make wise investments.

Having the ability to allocate resources effectively is of critical concern to small business owners. They need an efficient way to manage data, access and their clients. STS knows just the right technology to recommend that will alleviate their concerns.

STS is Australia's leading worldwide information technology (IT) outsourcing services company that focuses solely on the unique computing, networking and application needs of small/mid-size businesses and branch offices or specialised requirements of larger companies.

Through extensive research and a vast database of knowledge and expertise, STS knows what vendors to use and the best solutions for the projects at hand. So when it came time to come up with a solution for their client, David Payne Constructions, it was just natural that DELL virtualisation would be the perfect answer to a complex problem.

Challenge

David Payne's Constructions old RAID 5 system crashed. They had lost all their data and needed a full data recovery quickly, efficiently and cost effectively.

David Payne Constructions is one of the largest contract-based construction companies in New South Wales (NSW). With over 40 staff members including eight administrative staff, it is essential that each one have immediate access to their customers and project information. Their quality assurance process is next to none as they provide their customers with accurate estimates, project management, accounting and secretarial support -- all of which could not be accomplished without a robust computer network to meld everything together with speed, efficiency and accuracy.

The absence of their RAID 5 system put their entire company's mission of providing standardized processes at risk. In addition, continuous communication throughout the project timelines would be placed in jeopardy. Widely publicised was their usage of state-of-the-art technology to ensure timely completion of projects and the provision of the latest hardware and software applications to their staff for the performance of tasks. Having excessive downtime would not be conducive to keeping their reputation unblemished. David Payne's Constructions needed an expert IT support company as soon as possible which is why they called on STS to solve their critical situation.

Tactical Approach to a Solution

Sydney Technology Solutions realised right away that server virtualisation was going to be the optimum solution for the David Payne organisation and that DELL virtualisation would provide the best value for them.

Server virtualisation refers to computers or servers, that are replicated with the use of software. Each virtual server runs on its own partition on a physical server. STS utilised a DELL Virtualisation Bundle (SAN, Fibre Switching, Backup to Disk), as well as MS Hyper-V, System Center Manager & Symantec Backup Exec.

Included along with the implementation was Email Security Services, DNS, Hosting and remediation for a poorly implemented MS small business server & terminal services environment. Also in the works is implementation of a GFI Mail Archiver & GFI Web Monitor.

By implementing STS's virtualisation solutions, the potential is that David Payne Constructions may realise as much as 80% savings with respect to hardware and energy operating costs along with a substantial improvement in their efficiency and control for their IT departments.

Overall Improvements

With the implementation of the DELL virtualisation bundle, David Payne Constructions will be able to realise immediate cost savings for these reasons:

- Less server hardware is required
- Less energy is consumed
- A significant reduction in labour cost occurs
- Secure backup and migration of virtual environments with no loss of service
- Desktop security improvements
- Change management process improvement
- Improved application deployment

Future Strategy

The possibility of a Cloud-based Disaster Recovery (DR) solution is being considered for future planning. An investigation into the implementation of SAN replication to the data centre & hosted desktop for DR purposes will be looked into.

In addition, plans are on the table for improving communication among staff workers with the installation of SharePoint as a collaboration tool. With Microsoft SharePoint, employees will have the capability of setting up websites to share information with others, manage documents from start to finish and publish reports to help everyone make better decisions.

Our Client

It was way back in 1991 that partners David & Melissa Payne founded David Payne Constructions in response to a need for servicing residential, commercial and industrial sectors in NSW.

The organization is a fast growing; highly motivated and progressive company who is proud of its long list of successfully completed projects. The partners and NSW construction team members endeavour to meet project goals, but it is their aim to exceed them.