

Optimized performance with infrastructure and application support for leading retail chain in Europe



ATTENTION. ALWAYS.



aspire 
SYSTEMS
attention. always.

ABOUT THE CUSTOMER

When you are a retailer with 100 stores across Europe along with a solid online presence, you need to have a robust IT infrastructure supporting your business so that your customers get the best services. Our client, a leading Retail chain in Europe with stores in the Nordics, Germany and Iceland also have an on-line channel available in all Nordic countries and EU.

The client wants to focus on rapid business growth by enabling associates and customers with better business solutions enabled by dependable, smooth running IT architecture. We were called upon for support and leveraged our extensive expertise in IT infrastructure application services to provide the best in class support to our client.



CHALLENGES

The client's IT infrastructure was not evolving at the same pace as their technology and business needs. As a growing business with both online and physical stores, the client was struggling with solving day to day IT issues with a small team and traditional systems. Diagnosing system issues, taking on time action and preventing issues from recurring was a challenging pursuit and a very time consuming effort.

In addition to this, the client's host count was growing along with the VM app and storage growth while there was no mechanism of VM restoration. In case of any failure, the recovery process was tedious and time consuming. This led to a significant lag in performance indicating immediate need to rebuild VMs.

Some of the other challenges included:

- There is a gap in the replication mechanism to the secondary datacenter. Needed to improve DR execution with more reliable data replication
- Needed cost effective Storage and Backup strategy to handle capacity growth and support virtualization initiative. Storage demands were exceeding capacity and their storage environment was difficult to manage.
- Backups are not maintained in the proper structure and there is no best practices and industry standards followed.
- There is no alert mechanism and ticket system available to notify the IT team about the issues occurring while the Monitoring system is not properly configured

This system needed a complete restructure of the backup solution and reconfiguration of all backup jobs. The IT team was tasked with finding the best and cost effective strategic solution and approach for an automated platform that would offer disruption-free backup and DR with minimized upkeep.



SOLUTION

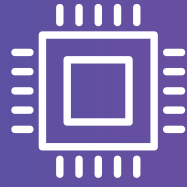
Aspire's IT Team made sure that the production servers and applications were running in best of its health with better connectivity, availability and performance. We provided application and infrastructure support, monitoring (L1, L2 and L3) following industry best practices.

- We established an iNOC operation center on site to analyze and monitor client's infrastructure.
- Monitoring system alert reconfigured with proper escalation.
- We suggested and introduced industry best practices to conduct an inventory of Agency Infrastructure Assessment to find the assets to provide a comprehensive view.
- We also suggested keeping the servers separately to improve performance and easy manageability.
- Consolidated all backup points onto the single platform and facilitated segregation as per the specific environment (Development, QA, Test, Staging and Production).
- After carefully analyzing client's existing infrastructure and business growth needs, capacity planning we proposed tools and processes for performance enhancements.
- We diagnosed system issues, analyzed server and storage gaps to better understand the issues and made suggestions to tackle these problems. One of the suggestions was to automate the FTP as they were having issues with it. Aspire iNOC team introduced automated FTP script which optimized the performance of the servers.
- Our team identified repeated tasks and automated them to reduce support time.
- We optimized the process of QA process automation.
- We made recommendations for technology refresh based on applications development lifecycle, business relevance, security impacts, organizational roles, financial aspects of service delivery, and other futuristic considerations.

BEST PRACTICES

Industry standards are followed for backup strategy and replication, LUN segregation and performance optimization

TECHNOLOGY SNAPSHOT



Oracle Shop & Oracle ZFS
Storage Appliance

Oracle Hypervisor OVM

Oracle Fusion

Oracle Application E-Suite

Tools :

Zabbix, Cloudctrl

Platform :

Windows/Linux

RESULTS AND ROI

- Achieved 3:1 consolidation of IT infrastructure, Servers, Applications and Storage
- Automation scripts helps to run the batch job without failure and gives the notification if caseof any failure.
- The Client sees an overall 5% to 10% of improvement in the batch process and productivity
- Offered a dependable infrastructure that is fully up and running (99.9%)
- Optimized performance for primary storage and replication for the secondary datacenter.
- Slashed backup time from hours to minutes
- Obtained converged, easy-to-manage and scalable primary storage and backup solution
- Performance tuning of VMs and storage. In case of any VM failure, the VM restoration mechanism helps to restore the VM at minimal time.
- Reduced support hours 6 to 4 hours (33%).
- Automated QA for Continuous Delivery

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ABOUT ASPIRE

Aspire System is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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