



Reduce Complexity

Improve Flexibility

Service Catalogue

Enable Automation

## ***Kier Limited ensures total availability for key systems with a resilient IBM infrastructure from Tectrade***

### **Challenge**

With a planned upgrade due on its document management system, Kier needed to ensure that the storage infrastructure met the demands. With the safe storage of millions of business-critical documents at stake, it was essential to find a reliable, secure solution that would offer low operational costs and provide a scalable, flexible foundation for the future.

### **Solution**

Tectrade proposed a twin-data-centre solution based on IBM storage technologies. The solution offers ultra-high resilience, excellent disaster recovery performance and long-term scalability. As part of the engagement, Tectrade helped Kier to build up internal expertise on the new hardware and software used for this key business system.

### **Benefits**

Robust, scalable data storage infrastructure has met Kier's needs for its mission-critical document management application. Automated backup and data management provided by Tivoli Storage Manager contribute to lower administration charges. Advanced storage management using IBM SAN Volume Controller helps to reduce operational costs while offering increased performance.

**With a virtualised, twin-site storage infrastructure from Tectrade and IBM, Kier Limited has gained the capacity, scalability, reliability and performance it needed to manage rapid growth in its storage requirements for business-critical documentation.**

Kier Limited is a leading construction services company, employing more than 9,000 people worldwide and generating annual revenues in excess of £2.4bn. The company specialises in commercial construction, civil engineering, building maintenance, property development and Private Finance Initiative projects.

Every day, thousands of documents are circulated within the company: architectural drawings, design plans, materials specifications, tender responses and more, in a wide variety of formats. As these contain business-critical information, it is absolutely essential that Kier stores and manages every single document safely and securely.

Kierdoc is a document management system, based on an OpenText platform. With success came growth in data volumes, and the supporting storage area network (SAN) soon reached its capacity. Though Kier had several standalone storage systems as well as space available on different servers, these did not offer the resilience or performance required by Kierdoc.

Neil Binnie, Group Infrastructure Manager, comments, "Kierdoc was due for a major upgrade, and we looked for IT partners to assist. With 2,000 users absolutely reliant on Kierdoc, availability and continuity were high on our priority list."

**"Tectrade has brought scalability and reliability to the storage for Kierdoc, and we have also gained a great IT partner offering strong support and clear documentation for the new processes."**

*Neil Binnie, IT Infrastructure Manager*

#### **Infrastructure Objectives**

##### **Storage Consolidation**

- Centralised Storage
- Storage Virtualisation
- Mid-range disk

##### **Data Protection**

- Enterprise Backup & Recovery

##### **High Availability**

- Replication

#### **Key Deliverables**

- Robust, reliable and scalable storage infrastructure
- Lower administration charges from automated backup and data management
- Reduced operating costs and increased performance from storage virtualisation
- Increased resilience through twin-site, replicated solution

## Positive response

Kier created a specification and invitation to tender (ITT), which was sent to the incumbent supplier and, through IBM, to Tectrade.

Says Neil Binnie, "Tectrade's consultative pre-sales approach distinguished them from the competition. As well as a direct reply to the ITT, Tectrade took the trouble to consider 'what-if' scenarios to discover what was possible. There was considerable pressure on costs, which led to multiple revisions and re-workings of technical ideas. Tectrade responded to the requests rapidly, and came up with positive, proactive solutions to help us get both good pricing and a great solution."

## High reliability and performance

Tectrade proposed a highly resilient solution based on twin data centres. The aims were to improve the ability to recover in case of disaster, to provide an always-on service, and to reduce operational costs into the bargain.

The first step was to introduce IBM DS4800 storage servers at each site, offering 4.25TB of new storage space. After deploying IBM SAN Volume Controller (SVC) to virtualise the storage resources at both sites, Tectrade linked the two data centres with Cisco SAN Fabric Switches. IBM TotalStorage Productivity Center was deployed to provide a single interface for monitoring data, disk and SAN in terms of operation and performance, with the ability to provide trending analysis of areas such as performance and growth. The solution was then underpinned by IBM Tivoli Storage Manager to ensure data protection.

"It was clear from the outset that Tectrade understands the importance of reliable delivery; the project management for the implementation phases was excellent," says Neil Binnie.

Kierdoc currently occupies some 2.5TB, with further space taken by other line-of-business systems at Kier. The DS4800 provides ample room for expansion, with a possible total capacity of 60TB.

"The Tectrade solution has created resilience through the twin data-centre approach, while Tivoli Storage Management gives us the recoverability we wanted," remarks Neil Binnie.

"Tectrade brought up-to-date expertise in specific areas that were new to Kier, including best-practice advice. Tivoli and SVC, both of which are new technologies to Kier, are provided initially with full operational monitoring from Tectrade, with a transition to management by our own in-house IT team as part of a planned handover.

"Tectrade has brought scalability and reliability to the storage for Kierdoc, and we have also gained a great IT partner offering strong support and clear documentation for the new processes."

## Making storage space available

Kier is now considering migrating additional applications and data to the SAN, as well as using SVC to incorporate other Kier storage systems into the virtual storage pool. Now that these previously isolated storage resources can be managed centrally and shared flexibly with any business systems, Kier can maximise the benefits of past investment in storage and minimise the future requirements to add new physical capacity.

"Tectrade delivered almost a turn-key solution for our storage infrastructure," concludes Neil Binnie. "In business terms, Tectrade has delivered on all Kier's objectives and has helped us to reduce operational costs. The Tectrade service and support has been excellent, and Kierdoc is now fully ready for the future."

## Vendor Alliances on this project

IBM

Tivoli

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