



Reduce Complexity

Improve Flexibility

Service Catalogue

Enable Automation

Nayak ensures total availability for key systems with a resilient IBM infrastructure from Tectrade

Challenge

Ensure ultra-high availability for aircraft maintenance systems, to meet demanding expectations from clients; simplify and accelerate data backup and recovery; reduce operating costs for IT infrastructure while simultaneously increasing resilience, performance and flexibility

Solution

Tectrade proposed and delivered a twin-site solution, with four IBM System x3650 servers running VMware to support multiple virtual servers, a storage area network built around two IBM System Storage DS3400 disk arrays, and a backup and recovery solution based on IBM Tivoli Storage Manager software and an IBM System Storage TS3200 tape library.

Benefits

Twin-site infrastructure with mutual failover capabilities delivers exceptionally high availability, meeting or even exceeding client demands; consolidation and rationalisation of backup procedures ensures better protection for mission-critical data; full support from Tectrade maintains high reliability and leaves Nayak free to focus on managing its growth

Nayak aircraft services has simplified its IT infrastructure and vastly improved its business resilience with IBM and Tectrade.

Nayak aircraft services specializes in the maintenance of commercial aircraft for international airline customers such as KLM, Martinair, Easyjet, Air Berlin, Lufthansa, Austrian Airlines, and AerLingus. This is a mission-critical business, both commercially and for safety reasons. Every project step, every replacement part and every piece of documentation must be tracked – and the information must always be available.

Building on its reputation for excellent service, Nayak has been growing fast. To support this growth, the IT systems have been gradually expanding. With 10 servers running separate applications and different operating systems, and largely manual tape backup procedures, managing data was not an easy task. In the event of a server failure, data recovery would have been a comparatively slow and expensive process, representing a significant commercial risk that Nayak wished to reduce.

Gerben Bluemink, IT Officer at Nayak, comments, “Many of the servers were more than three years old, and could not support the rise in transaction volumes, data and number of users. We wanted to introduce a more reliable, secure IT infrastructure that would simplify our processes, increase availability, and reduce our operating costs. To continue to attract business, we could no longer afford the risk of unplanned downtime. Our customers simply expect our systems to be 100 percent available.”

“I simply explained what I needed in business terms to Tectrade, and a couple of days later they came back with a design that clearly worked”

Gerben Bluemink, IT Officer

Structure Objectives

Storage Consolidation

- Centralised Storage
- Mid-range disk

Data Protection

- Enterprise Backup & Recovery

Server Consolidation

- Server Consolidation with vmware

Monitoring & Support

- Operational support for TSM
- SAN and Vmware

Key Deliverables

- Multiple servers replaced by virtualised infrastructure
- Reduced server footprint and power consumption by more than half
- Reduced complexity and increased system availability
- Reduced operating costs
- Increased confidence in disaster recovery
- Centralised and automated backup and recovery

Finding the right technical solution

Nayak looked at potential IT implementation partners, focusing principally on the need to find a partner that could appreciate the vital need for high availability, and selected Tectrade Netherlands.

"With Tectrade, something just 'clicked'," says Gerben Bluemink. "We find it easy to communicate with Tectrade, and can always reach the right person quickly for both technical and business matters."

Tectrade designed, sized and implemented a new infrastructure based on IBM technologies that effectively eliminate downtime during business hours. The new solution has done away with the multiple server landscape and replaced it with a virtualised infrastructure offering automated protection for data and applications.

As well as system design, sizing and migration, Nayak signed a full support contract with Tectrade, which covers all the key operational systems including backup and recovery.

"I simply explained what I needed in business terms to Tectrade, and a couple of days later they came back with a design that clearly worked," comments Gerben Bluemink. "Tectrade's technical knowledge was very good, and delivery was pleasingly fast. The Tectrade consultants were clearly interested in the success of our business, and able to provide good suggestions that met our business requirements right from the outset."

Simpler, more reliable, more cost-effective

Tectrade designed a streamlined IT infrastructure around powerful IBM System x3650 servers, with a storage area network (SAN) built around two IBM System Storage DS3400s and IBM Tivoli Storage Manager software.

Nayak now has four x3650 servers and two DS3400 disk arrays, divided equally between two physical sites. Each server runs VMware ESX Server, which allows multiple virtual servers and their applications to run on each physical system. By virtualising several of its existing physical servers, Nayak was able to reduce its server footprint (and power consumption) by more than half, with consequent reductions in server management workload and energy costs. Tectrade designed the two VMware environments to run in a mutual failover configuration, so that if either data centre site is hit by a disaster such as fire or flood, the workload will continue without interruption in the remaining site.

Compared with the former systems, the Tectrade solution has reduced complexity, increased system availability and – better still – reduced operating costs.

"Nayak runs industry-specific software for aircraft maintenance; without it we are blind, and the aircraft cannot fly," explains Gerben Bluemink. "Tectrade understood that we need to be available 24 hours a day, 365 days a year, at a commercially realistic price point. With the Tectrade solution, we are now able to match, or in some cases exceed, our clients' own systems availability."

Full data protection

Formerly, there was a separate daily backup tape for each physical system – and a manual record of the tape logs and rotations. The new IBM Tivoli Storage Manager and DS3400-based solution has eliminated the manual rotation and management of tapes, fully automating daily backup to the integrated IBM System Storage TS3200 tape library with LTO4 tape drives.

"If we should have to recover from a disaster, the Tivoli Storage Manager and SAN configuration gives us complete confidence that critical business data is fully protected," says Gerben Bluemink. "Without the need for manual intervention, data is copied at scheduled intervals between the two sites and to the tape library."

"Tectrade regularly runs a disaster recovery test for us, proving that data can be restored to a functioning system within four hours – an enormous improvement."

After the first six months, Nayak took the relationship a step further, with the Tectrade Service Desk. This allows Nayak to call Tectrade directly (or log calls via the Web portal) to resolve technical issues with VMware, Tivoli Storage Manager and the SAN.

Gerben Bluemink concludes, "Tectrade has proved to be an excellent partner for Nayak. They designed, sized and deployed the solution rapidly and cost-effectively, and we now have a simplified, virtualised, highly reliable IT infrastructure ready for our next phase of growth."

Vendor Alliances on this project

IBM
Tivoli
Vmware

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