Case study: ITS Cloud Servers

ITS practice what they preach

ITS are a forward-looking IT company with a commitment to using the best technology practice. When it came to hosting a high-availability multi-server environment we went for the cloud approach. ITS wanted to provide a powerful, fault-tolerant infrastructure without any capital investment.

ITS – the IT solution Cloud Case Study:

- A highly available server environment in a remote datacentre.
- Environment to support virtualised Windows Server and Linux server platforms.
- High quality SLAs to ensure minimal downtime from hardware and network problems.
- Architected to minimise delays and poor performance for end-users.

The problem

ITS needed to upgrade its business-critcal multi-server platform to improve reliability and increase capacity. This platform would need to handle the multiple Microsoft Windows and Linux servers that ran all aspects of the business.

IT wanted to minimise the capital investment and human resources required to deliver this infrastructure.

ITS faced these issues with their legacy platform:

- Multiple different hardware servers with expiring warranty agreements.
- Out-of-date Microsoft software that was not easy to upgrade “in place”.
- No flexibility to add new servers to take advantage of the latest software.
- A business-location without highly-available facilities such as generator backup, etc.

The solution

ITS implemented a highly available managed server in a remote datacentre. Individual servers were then virtualized and installed onto the physical host server.

End-user staff used a combination of Outlook and SharePoint caching to work on local (Microsoft Office) documents. Other systems with simpler delivery requirements, such as ticketing and CRM, were delivered through a browser.

Every day business improvements:

- Critical systems are always available. No longer at risk of local building issues.
- Key hardware and network support outsourced.
- Staff can access all the information on the move or when working customer sites.

Strategic business benefits:

- No long-term capital investment.
- Flexibility to quickly deploy new technologies onto server platforms.