

# IBM System x and System Storage solutions Client Success Stories



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**Albaad** – *Israel*

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**Bluewater Power** – *Canada*

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**City & County Healthcare Group** – *United Kingdom*

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**Futura International** – *United States*

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**IDS Sheer AG** – *Germany*

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**Lord Grey School** – *United Kingdom*

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**Ministerio de Hacienda de Costa Rica** – *Costa Rica*

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Today's enterprise information infrastructure must support big data, helping you store it securely and access it efficiently while allowing the flexibility to adapt to evolving day-to-day business requirements while providing exceptional performance, scalability and reliability.

The IBM® System x® portfolio, featuring the intelligent Xeon Processors when partnered with the IBM System Storage® products, offer solutions that make it possible to generate insight from vast quantities of data and are designed to increase flexibility while improving data center efficiencies and IT economics.

The following are eight IBM System x and Storage references that demonstrate the power and value that IBM System x servers and the IBM Systems Storage products bring to our customers.

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## IBM eX5 systems help Acxiom transform IT With 5th Generation IBM Enterprise X-Architecture

### The need

Issues of IT management, utilization and increasing costs associated with the huge scale of its IT infrastructure prompted the company to look for a way to cost-effectively expand its cloud computing environment.

### The solution

Acxiom implemented the IBM System x3850 X5 Enterprise System with Intel Xeon processor 7500 series, exploiting the platform's advanced virtualization workload capabilities.

### The benefit

The IBM eX5 solution delivers five times the application performance at 15 times less cost, enables a 35:1 virtualization ratio and reduces power consumption by more than a megawatt.

*“The eX5 gives us a much more green IT environment. Not only is that smarter for the planet, but it’s smarter for business.”*

—David Guzmán, senior vice president of information technology and chief information officer, Acxiom



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## Albaad wipes away international business management challenges with SAP and IBM

### The need

Fast-growing company Albaad needed to control costs and understand business performance as the company expanded internationally. Central infrastructure, though, was not keeping pace with business needs. Users suffered from long wait times to produce reports, and in some cases application failures. Little by little, the advantages of a centralized ERP solution were being lost as users resorted to locally created databases and spreadsheet-based analysis. For example, without accurate inventory data, manufacturing planning was no longer meeting sales expectations.

### The solution

Albaad refreshed its server infrastructure, selecting IBM System x including x3650 M2, x3550 M3, x3550 and x3400 servers, powered by Intel Xeon Processor 5000 series processors, IBM System Storage disk and tape data storage. The infrastructure runs SAP ERP solutions, including financials, controlling, materials management, purchasing management, production planning, and sales and

distribution components, hosted, maintained and managed by IBM Global Technology Services under a five-year contract.

### The benefit

Technical performance, reliability and scalability issues have been solved, boosting staff productivity and ensuring the availability of precious company information. New corporate acquisitions can be migrated easily and swiftly to the standardized SAP application and infrastructure landscape, ensuring integrated business information is available for improved business control and management.

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*“With integrated SAP solutions hosted on IBM technologies and managed by the IBM team, Albaad has the enterprise-wide view of skills, inventory and manufacturing that will enable us to take the next steps in its international business expansion.”*

—Rafi Shamir, operational and IT manager, Albaad

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## Bluewater Power prepares for smart metering with SAP and IBM solutions

### The need

Bluewater Power faced three business challenges: new regulations in the energy sector, stricter financial reporting standards, and a mandate to implement smart meters for electrical power. Legislative changes would impact the finance department with new reporting standards. Roles would be created and eliminated, and in combination these changes would produce change in the way the business operates. Existing business systems at Bluewater were unable to cope with the scale and pace of change.

### The solution

The company implemented a suite of SAP ERP applications, including SAP Customer Relationship Management, SAP BusinessObjects, SAP NetWeaver and SAP Utility Customer e-Services (UCES), on IBM System x3650 M2 servers with Intel Xeon Processor 5500 series processors, using VMware ESX Enterprise virtualization. Bluewater Power also deployed IBM XIV Storage Systems for data storage and management, with IBM Tivoli® Storage Manager to handle backup, archive and retrieval services.

### The benefit

Bluewater Power gains a highly resilient, flexible information infrastructure that aptly addresses current and changing power distribution challenges. Smart meters send detailed hourly interval data for analysis by Bluewater, which packages customers' hour-by-hour power consumption into bucketed time of use bills. Reduced storage provisioning and management time by 60 to 70 percent, cut physical rack space demand by 50 percent, and avoided hiring one additional IT full-time employee.

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*“The SAP, VMware and Intel processor-based solutions from IBM is helping Bluewater to become a more streamlined business, and contributes to the Ontario smart metering and environmental objectives in ways that were simply not possible before.”*

—Keith Broad, director, information technology,  
Bluewater Power

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Healthcare

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## City and County Healthcare Group consolidates servers

### Building a cloud-ready infrastructure with IBM System x and System Storage technologies

#### The need

With rapid business expansion through acquisitions and organic growth, City and County Healthcare Group wanted to redesign its IT infrastructure. Local servers at branch offices were becoming harder to manage as the company's geographical reach expanded, so the lean IT team wanted to find an easier way to maintain availability and performance for core business applications by developing on a robust and scalable centralized platform.

#### The solution

Great Benefit, an IBM Business Partner, helped the IT team consolidate more than 30 HP production servers onto just seven IBM System x3650 servers, hosted at a Virtustream data centre. These servers provide central and branch offices with web-based access to the company's Microsoft based systems, such as Exchange for email, and support the new care management system, PeoplePlanner. Three System x3400 servers and an IBM System Storage DS3300 disk system were also implemented as a disaster recovery platform.

#### The benefit

Reduces the total number of production servers by more than 75 percent, delivering proportionate savings on software licensing and hosting costs. Standardizes and centralizes the server estate, simplifying maintenance and reducing the need for busy IT staff to travel from site to site. Provides a much more scalable architecture for future business growth, with the ability to take advantage of Virtustream cloud hosting services for additional capacity.

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*“Overall, the resilience of our infrastructure has been dramatically improved. We’re seeing perpetual uptime of virtually 100 percent. Performance is excellent too, so we should be able to grow considerably in the near future without any need for further investment in hardware.”*

—Mark Harrison, Group Finance Director, City and County Healthcare Group

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## Futura International delivers enterprise-class computing to small-business customers

### The need

To meet the demands of delivering cloud-based software solutions to their small-business customers, Futura International needed to increase the performance and reliability of its server implementation. At the same time, they needed to keep their costs to acquire and operate the new infrastructure as low as possible.

### The solution

Working with IBM Business Partner Dempsey Bluevar, Futura International implemented IBM System x3850 M2 and x3650 enterprise servers, along with IBM System Storage N3600 SANs, in two data centers. With support from IBM Global Financing, the leasing costs were lower than those for comparable systems from other vendors, and extensive virtualization helps keep operating costs low.

### The benefit

The IBM solution enables enterprise-class performance and reliability for cloud services, reduced the server count by 50 percent and power consumption by 33 percent, and increased the maximum user load by 75 percent, for higher levels of service.

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*“By running our cloud services on IBM enterprise-class hardware, we are able to deliver to our small-business customers a level of performance and reliability that would otherwise be out of reach.”*

—Marshall Fryman, President, Futura International

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## IDS Scheer AG shows how virtualization dramatically simplifies a complex IT infrastructure

### The need

The company needed to simplify the infrastructure to lower ongoing costs and reduce demands on technical staff.

### The solution

To simplify its system architecture and systems management, IDS Scheer virtualized servers and storage, using VMware vSphere on IBM System x3850 M2 servers to reduce the physical server footprint from 131 to 9 servers, and introducing IBM System Storage SAN Volume Controller (SVC) to manage 30 IBM System Storage devices.

### The benefit

The IBM solution reduces costs by consolidating 131 servers on nine physical servers, provides capacity for workload increases with highly scalable servers, and enables recovery of failed systems within just 10 to 15 minutes.

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*“As a managed service provider, we can take advantage of the IBM System Storage SAN Volume Controller’s ability to cater to each customer’s requirements individually, according to SLAs.”*

—Markus Peltz, Configuration Manager, IDS Scheer

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Education

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## Lord Grey School builds a dynamic infrastructure for thin client computing

### Running Citrix XenApp and XenServer on IBM System x and System Storage technologies

#### The need

Lord Grey School wanted to extend its thin client network into more classrooms, but its existing infrastructure lacked the capacity to support this expansion. The need to manage large numbers of servers also created a heavy workload for the school's two-person IT team.

#### The solution

Working with Precedence Technologies, an IBM Business Partner, the school deployed 18 new IBM System x3550 M3 servers and an IBM System Storage DS3400 disk storage system. Using Citrix XenServer and XenApp, the team built a standardized virtual server image that provides access to applications for up to 360 concurrent users.

#### The benefit

Gives staff and students convenient, secure access to applications via 800 thin client terminals around the school. Enables rapid, easy provisioning and

management of virtual server images: the school was able to reduce its IT management workload by more than 90 percent. Provides enterprise-class performance at an affordable price-point for the education sector.

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*“SAN storage and virtualized servers used to be enterprise technologies, much too expensive for most schools. That has all changed. IBM's mid-range System x servers and System Storage disk systems are now within our reach, which means we can benefit from the lower operational costs and superior reliability provided by these technologies.”*

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—Darren Farrow, Network Manager,  
Lord Grey School

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Government

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## Ministerio de Hacienda de Costa Rica cuts 10 percent from tax management costs with IBM and SAP

### The need

The Ministerio de Hacienda (Ministry of Finance) aimed to computerize the national tax payment system for Costa Rica. The main goals were to improve internal efficiency and transparency, and to make it possible for taxpayers to make payments and manage their accounts online. To successfully deploy its new ERP solution and an integrated Web portal, the Ministry needed to find a reliable partner to help it create a robust infrastructure.

### The solution

Working with GBM, a strategic partner of IBM in Central America, the Ministry chose to implement SAP ERP 6.0 and SAP NetWeaver Portal running on IBM System x and IBM BladeCenter servers. Resilient, high-performance data storage is provided by IBM System Storage disk and tape storage technologies, split across two data centers with data synchronization using IBM DS5300 with Metro Mirror and IBM Tivoli Storage Manager.

### The benefit

With clear workflows and integrated information, SAP ERP has enabled the Ministry to cut its tax management costs by 10 percent. As one of the largest global deployments of SAP NetWeaver Portal, the Ministry's portal solution has approximately 560,000 registered users, with around 60,000 concurrent users at peak times. For both elements in the solution, IBM System x technology delivers a reliable, high-speed service to the Ministry and to Costa Rican taxpayers.

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*“The IBM infrastructure gave us everything we needed in terms of reliability, scalability, performance and flexibility – and both IBM and GBM did a fantastic job on the implementation and subsequent support.”*

—Gabriela Espinoza, IT Director, Ministerio de Hacienda de Costa Rica

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