



*"With iTera HA for i5/OS, it's amazing how quickly mirrored objects get updated and how well iTera HA keeps objects in sync."*

Brian Wyatt, AS/400 Operations Manager  
C.R. England

## Business Profile

Company name:  
C.R. England

Headquarters:  
Salt Lake City, Utah (U.S.)

Revenues:  
\$544 million in 2005 revenues

Industry:  
Distribution and transportation

Employees:  
More than 4,500

Business Environment:

- Founded in 1920
- Family owned and operated for four generations.
- Nationwide leader in refrigerated service and specialist in temperature-controlled transportation
- Over 2800 late model Freightliner, International, Volvo and Peterbilt tractors, and 4,100 Utility and Great Dane trailers in service
- Entire fleet equipped with an OmniTRACS two-way satellite communications system, enabling dispatchers to have instantaneous contact with every driver while knowing the exact location of the tractor

Vision Solutions Product:  
iTera™ HA for i5/OS®

## Critical Issue

As one of North America's largest trucking companies, C.R. England simply cannot afford to have its business-critical trucking operation applications offline. Downtime could translate to frustrated customers and thousands or even millions of dollars in lost revenues. C.R. England looked for a high availability (HA) solution that would provide reliable synchronization between the production and backup machines to avoid delays and problems during role swaps.

## Results

- Planned and unplanned downtime reduced.
- Management of HA solution takes only minutes a day.
- Self-healing capabilities keep objects in synch.
- Role swap very smooth.
- Extensive auditing and monitoring tools make it easy to perform verification.

## Technologies

- iTera™ HA for i5/OS®
- IBM® System i Model 830 (production) and Model 810 (backup)

## Business Challenge

As one of North America's largest trucking companies, C.R. England simply cannot afford to have its business-critical trucking operation applications offline. The company has 2600 trucks moving loads all over North America at any moment of the day or night.

Dirk Anderson, V.P. of Information Technologies at C.R. England emphasized the point, "On average, we bill over \$1.5 million a day, so if we're down for one day, for any reason, we are that far behind in cash flow. If we were down for a significant length of time it would be next to impossible to manually manage our processes today."

Just as C.R. England was upgrading its production IBM® System i to a Model 830, Anderson and Brian Wyatt, the company's AS/400 Operations Manager, learned about iTera HA from Vision Solutions.

"I said I wanted to see the product failover, so they invited us to their offices where I watched them pull the plug on a test production machine and saw it failover quickly and successfully to the backup," said Anderson. With this, C.R. England made the decision to purchase iTera HA, and it was installed in late 2003.



## Solution

Over time, Wyatt found that iTera HA was not only more efficient but it was easier to manage. "I spend five minutes a day monitoring the product and a little more at the end of the week to run additional audits. The product is self-healing; objects rarely go out of sync, and if they do, they are fixed automatically. I now have time to do other things besides baby-sit my HA environment," he said.

Soon after installation, the first test of the iTera HA role-swap process was conducted. On a Sunday morning, the test was executed after verifying that all objects were properly replicated. This verification process was very easy to perform due to the extensive auditing and monitoring tools included with iTera HA.

"I was actually surprised that our first role swap went as smooth as it did," said Wyatt. Anderson agreed, "With iTera HA, the whole role swap process is quite smooth and seamless."

The crucial test for iTera HA occurred about a year after the product was installed when C.R. England executed an emergency failover during peak work hours. Without warning in the middle of a workday, the production System i 830 went down. The failure of a power supply subsequently affected the power distribution box inside the machine and rendered the backup power supply useless.

Wyatt initiated a failover on the backup Model 810. Since the 810 is a smaller machine than the production 830, only the highest priority users were allowed to resume work. Within 30 minutes, all of these most critical users were back online and back to work. For the remainder of the day, users continued to work on the backup.

Once the 830 was repaired and brought back online three hours after the failure, iTera HA synchronized all changes that occurred during the interim from the 810 back to the 830, and in the course of 15 minutes that evening, Wyatt did a role swap to move all users and processes back to the repaired 830 machine.

"This was the first execution of our role swap process during live production hours, and it truly tested our HA plan. Overall, the failover was a success and it gave us even greater confidence in iTera HA," said Wyatt.

"Finally, we have found a high availability solution that meets our needs," concluded Anderson.



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