



"Vision Solutions keeps our data available and systems running 24/7, so we can deliver the best possible services for our customers."

Mr. Yang Zhiwen, CIO, T.JOIN Transportation Company Ltd.

Business Profile

Company Name:
T.JOIN Transportation Company Ltd.

Headquarters:
Taichung, Taiwan

Industry:
Transportation/Logistics/Supply
Chain Management

Revenues:
\$5.6 billion (TWD) Annually

Employees:
5,000

Business Environment:

- Develops innovative logistics systems that monitor and manage freight routes, warehousing, inventory classification and storage for frozen food and other goods
- Operates a fleet of over 3,000 vehicles and delivers more than 2 million tons of cargo every year across mainland Taiwan, Jin Men and the world
- Manages one of the most comprehensive freight networks in Taiwan with more than 206 service points to facilitate customer deliveries and storage
- Clients include Carrefour, Dong Sen Shopping, NuSkin, SONY Taiwan, Panasonic Taiwan and MOTO

Implementation Team:
IBM Taiwan

Vision Solutions Products:
MIMIX® HA for i5/OS®

Critical Issue

As Taiwan's largest freight-forwarder and logistics company, T.JOIN must ensure that its customers can access real-time information about their deliveries at any time of the night or day. But with 60 decentralized computers that could not share data and required planned downtime for routine maintenance and backups, customers often could not get accurate information on delivery status.

Results

- Eliminated downtime for a reliable, continuously available system.
- Ensured customers have 24/7 access to critical data including delivery status.
- Reduced IT workload by automating data backups.
- Achieved real-time data sharing among service points via instant data backups.
- Increased efficiency and productivity through nonstop system uptime.
- Protected vital business operations against natural disasters.

Technologies

- Production Server: IBM® System i™ Model 570
- Remote Backup Server: IBM® System i™ Model 520
- Customized, in-house developed business applications

Business Challenge

The 60 mainframe computers that ran T.JOIN's business were difficult to manage due to a lack of data integration and information sharing. Downtime was required for software upgrades and data updates and essential data back-ups could only be performed after hours. The result was a tedious and time-consuming system that didn't meet the needs of T.JOIN's fast-paced business model of providing quick, accurate delivery of goods.

"When we were using the distributed IT infrastructure, information could not be updated simultaneously as information was scattered on multiple systems," said Yang Zhi-Wen, CIO for T.JOIN. "In addition, the 60 systems required intensive manpower and resources for daily data input and updates. When one system was down, the entire data input process was affected."

T.JOIN decided to consolidate its IT operations using two powerful IBM System i servers that would provide 24/7 services, real-time delivery status and help the company achieve a zero tolerance on lost goods during the delivery process. Keeping the critical data on those servers continuously protected and available was key to the project's success.



Solution

T.JOIN selected MIMIX HA for i5/OS from Vision Solutions to provide high availability for their new IBM System i servers. Automated and easy to use, the MIMIX solution enabled the company to eliminate downtime, reduce the IT workload and ensure that critical data is always accessible to both customers and employees.

“With MIMIX, we can better utilize our resources and provide real-time data exchange,” said Mr. Yang. “The new system assures that daily backups can be completed effortlessly, as MIMIX replicates data in real time transparently and seamlessly without disrupting our workflow. As a result, our customer support staff can better serve customers with the most up-to-date information at their fingertips including delivery status.”

T.JOIN established a remotely located disaster recovery centre at LinKou to provide relief from Taiwan’s frequent disasters such as earthquakes and typhoons. Thanks to MIMIX, the backup server at the disaster recovery centre can quickly restore vital business information in the event of a disaster, tremendously reducing costly downtime. Because MIMIX protects all business data and transactions in real time with zero data loss, T.JOIN’s business continuity is ensured even if the worst should happen.

“Previously, our computer systems were easily affected by typhoons and floods. In fact our staff had risked their lives to protect systems from being damaged. The lengthy downtime not only damaged our reputation but also significantly affected our business operations,” said Mr. Yang. “With MIMIX we can now avoid such situations because our data is automatically backed up and protected at all times.”

Because MIMIX includes innovative technology that makes high availability easy to use, T.JOIN did not have to increase its staff to manage the solution. It also helped the company to implement value-added services such as improved warehousing management, better inventory control and goods packaging and to deliver on its promise to provide “one day delivery services” for consignments both within and outside Taiwan.

Most importantly, the continuity and reliability of the system that MIMIX provides enables all T.JOIN customers to receive their goods on time. That’s essential to the growth of T.JOIN as it seeks new customers by expanding into China and other parts of Asia.

“Vision Solutions not only protects our critical systems and business data, it also helps protect our reputation for fast, efficient and reliable delivery for our customers,” said Mr. Yang.



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◆ High Availability ◆ Disaster Recovery ◆ Systems and Data Management ◆