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Tony Talbot, Group Information Services Manager, Dairy Farmers

## Business Profile

Company name:  
Dairy Farmers

Headquarters:  
Australia

Revenues:  
A\$1.3 billion (Australian) annually

Industry:  
Branded dairy cooperative

Employees:  
1,800

Business Environment:

- Dairy Farmers is a multinational Australian dairy processing and distribution co-operative
- Founded 100 years ago
- 68 locations around Australia, 12 of them manufacturing sites
- 24/365 organization with a supply chain of 72 hours from the farm to the supermarket shelf
- Rich history of innovation, from introducing Australia’s first milk glass bottle in 1925 and offering free milk in Australian schools in 1941 to the introduction of the first freshness seal on white milk bottles in recent years

Vision Solutions Product:  
ORION Solutions™

## Critical Issue

To assist in unified reporting and establish common systems across its enterprise, Dairy Farmers consolidated onto a single integrated ERP system. With no backup window, no allowance for system downtime and huge transactional volumes, Dairy Farmers needed a robust HA solution to ensure continuous business operations.

## Results

- Continuous business operations are ensured.
- Responsive technical support.
- Switches to the recovery server for extended periods have been successful with no impact to the company’s bottom line.
- The ability to role swap to the recovery system at any time is useful for planned maintenance or unplanned system failures.
- Should the production system fail, the backup can be available within minutes.
- Tape backups of production data and system maintenance can be achieved with no user downtime.

## Technologies

- Orion Solutions™
- SAP® application software
- IBM® System i Model 830, 8-way, production server
- IBM System i Model 740, 12-way, backup

## Business Challenge

To assist consolidation of reporting and common systems used, the company decided to implement SAP’s Enterprise Resource Planning (ERP) system on IBM Power i5 System hardware. With no backup window, no allowance for system downtime and huge transactional volumes, Dairy Farmers needed a robust High Availability solution that would ensure continuous business operations.

*“As a 24 X 365 business, it is absolutely imperative that Dairy Farmers’ information systems remain operational at all times. Of the solutions available on the Australian market, only Vision Solutions was able to demonstrate compliance with these key criteria satisfactorily.”* said Tony Talbot, Group Information Services Manager. *“The data volumes resulting from a SAP implementation also meant that a tape backup solution had to be found that allowed the business to continue.”*



## Solution

In its search for a High Availability solution, one of Dairy Farmers' primary requirements was that it integrated with the current IBM i5 environment. Talbot says other key selection criteria included SAP certification and local support.

"The company's demonstrated commitment to a successful implementation, both directly and through its Vision Industry Partner (VIP) program, swung the balance in Vision Solutions' favour."

The company chose Vision Solutions' Vision Suite™ to mirror the SAP application data to a backup server. Upon the completion of the SAP implementation, approximately 1,100 named users were accessing the system 24 hours a day, 7 days a week, from all sites.

Dairy Farmers uses SAP as its application software while the production and backup server hardware is based on IBM i5 servers. The production server is a Model 570 9/16-way, the backup server a Model 890 16/24-way. Both systems are Logically Partitioned (LPAR). The Model 570 hosts the production SAP R/3, Business Warehouse and Supply Chain Planning systems. The Model 890 hosts the target systems for the Vision Suite as well as development and quality assurance SAP systems.

The SAP applications are used to control everything from milk intake to the factory, through the production process to a distribution front-end system. It also covers sales & operations planning, financial systems, asset management, sales reporting and business intelligence.

Technical support for Dairy Farmers is provided through Mid-Comp, Vision Solutions' Australian-based VIP, and occasionally through direct contact with the Vision Solutions CustomerCare team.

"We are impressed with the professionalism and responsiveness of Mid-Comp and the CustomerCare Response Center," Talbot says.

## Benefits

For Dairy Farmers, Vision Suite's most important benefit is the ability to role swap to the recovery system at any time, with minimal impact to the users. "Whether this is for planned maintenance or unplanned system failures, continuous operations are important for us," he says.

Vision Suite's role swap capability has allowed Dairy Farmers to provide system availability, all day, every day.

"Although the IBM Power Systems are very reliable, should the production system fail, the backup can be available within minutes. Additional benefits are the ability to perform tape backups of production data and performance of system maintenance without any user downtime."



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High Availability Disaster Recovery Systems and Data Management