

SERVIPLEM, S.A.

“The product is easy to operate. Training has been easy and practical. With the product already replicating our data, we spend only a few minutes every day to monitor the screens that show ongoing replication. Role swapping is also very simple and takes almost no time.”

Óscar Torrero, Information Technology Manager, Serviplem

Business Profile

Company:
Serviplem - Telcon

Headquarters:
Zaragoza, Spain, with offices in Madrid and Barcelona.

Partner Locations:
Spain and India.

Industry:
The manufacturing and commercialization of semi-trailer and truck-mounted concrete mixers, tanks for transporting bulk cement and powders, concrete pumps, concrete residue recyclers, belts mounted on concrete mixers and other concrete and cement products.

Information Technology Officer:
Oscar Torrero

Employees:
250

Revenues:
60 million Euros.

Business Environment:

- Established in 1968.
- Owns 70% of Spanish market share and ranks third in Europe, sixth internationally.
- Growth strategy based on exports. Present in over 60 countries. Exports 35% of its production.

Implementation Team:
Software Greenhouse

Vision Solutions Products:
iTERA HA

Critical Issues

In order to successfully support its operations in over 60 countries across 5 continents, Serviplem has highly systematized all its work. Consequently, losing access to their information systems, even for a few hours, prevents the company from invoicing, taking orders, manipulating inventories, and carrying out the most basic functions. Perhaps the most critical dependence in the system is the ERP production module; Serviplem's worldwide workforce is absolutely dependent upon access to this system, so continuous, 24 x7 availability is required, year round.

Results

- Assured 24x7 business operations.
- Continuous protection of transactions with immediate replication to backup systems.
- Backup systems always ready to take over operations completely, with current data.
- Better planned operating system or hardware migrations, without any downtime.
- Security and continuous productivity during update, backup and maintenance processes, thanks to the elimination of the downtime.

Technologies

- iTERA HA™
- Production Server: IBM® System i, model 525 with 3.800 CPW.
- Backup Server: IBM System i, model 520 with 2.400 CPW.
- ERP QS:
 - Financial Module.
 - Commercial Module.
 - Logistics Module.
 - Production Module

Business Challenge

Serviplem manufactures truck-mounted concrete mixers and tanks for transporting cement under the BARYVAL brand, besides commercializing with other products within the concrete and cement sector.

The corporate offices are located in Zaragoza, Spain, with additional offices in Madrid and Barcelona. The growth strategy is based on the export of more than 35% of its production; proof of this is the presence of their products in over 60 countries across 5 continents.

This complex operation is carried out on a continuous basis, 24 x 7 x 365, utilizing an ERP system that handles 70 highly qualified employees, who in turn give service to the rest of the organization.

SERVIPLEM, S.A.**Solution**

It is difficult to calculate the losses that application and data access downtime could cause Serviplem during an average workday. However, it was self-evident that the costs would be several times higher than the cost of a high availability solution. Moreover, in the future, Serviplem's dependence upon technology to run its business will only continue to grow, as one of its most important IT objectives is already in the early stages of deployment: Implementation of pervasive electronic commerce.

Aware of this situation, Serviplem's Information Technology Officer, Oscar Torrero, presented a plan to implement a high availability solution to the Directive Committee of the company, which gave its approval to develop the project. Torrero then consulted with IBM Partners to define a detailed solution. In the end, Software Greenhouse offered a solution that was satisfactory, based upon the first installation of iTERA HA in Spain.

Software Greenhouse reviewed and deepened the analyses carried out during the initial planning phase, and then installed iTERA HA via remote configuration from the Software Greenhouse offices in Barcelona.

When replication began, it was not necessary to interrupt user access to their applications. Later on, Software Greenhouse trained Serviplem's Information Technology team and, in the end, a virtual role swap was carried out, verifying that replication was accurate and that the backup system would work with the replicated data.

Virtual role swap is a unique feature of iTERA HA. This function allows the backup server to be tested in a virtual mode, without interrupting the work of the production server, to ensure that upon role swap, the backup server will indeed be fully ready to take over operations. This virtual role swap enables critical DR testing without interrupting normal business, making it easier and more efficient to ensure readiness without impacting current operations.

"The implementation of high availability has not modified our work procedures in any way, nor has it impacted any normal IT operations," stated Torrero. He added, "It was very easy to incorporate the project into our work plan and to carry it out. From all points of view, it was a non-intrusive project. I would describe it as a 'clean' project, with no glitches or incidents. The professional services provided by Software Greenhouse were excellent, and always included the kind of very clear planning that indicates people who really know what they are doing."

"We could have completed the project earlier than we did, but really, we were not in such a hurry to run the final live role swap tests: The backup server worked so well during the virtual testing that we simply gave priority to other tasks."

"Definitively, we can say categorically that implementing iTERA high availability for our System i was a very good investment," concluded Torrero.



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