



BUSINESS PROFILE

Company Name:

CROWN Americas LLC, a subsidiary of Crown Holdings, Inc. (Crown)

Headquarters:

Philadelphia, Pennsylvania (USA)

Industry:

Packaging for Consumer Goods

Revenue: \$6.9 billion (US) annually

Business Environment:

- Worldwide leader in the design, manufacture and sale of packaging products for consumer goods
- Operates over 100 manufacturing and distribution facilities worldwide
- Thousands of employees located across multiple time zones worldwide require 24/7 availability
- Consolidated IT team supports corporate headquarters and geographically dispersed divisions

Implementation Team:

MIMIX® Services by Lakeview

MIMIX Products:

MIMIX® ha1™

“ We’ve relied on MIMIX for over ten years to keep planned downtime to just a few minutes a month and meet our disaster recovery requirements. ”

– Larry O’Donnell, Director – Global Computing Center, Crown Americas LLC

Critical Issue

With thousands of employees at more than 100 facilities worldwide depending on a centralized system for ERP functions, logistics, and other core business software, the IBM® System i™ solution is critical to productivity at Crown. Extrapolating from the company’s multibillion dollar annual revenues, downtime could cost millions of dollars per hour. Crown requires a high availability solution to protect against planned and unplanned downtime and to support disaster recovery requirements.

Results

- Reduced planned downtime from as much as 24 hours for a major upgrade to 10 minutes or less a month.
- Reduced recovery from unplanned outage from over 20 hours to one hour or less.
- Ensured that disaster recovery requirements are addressed.
- Ensured 24/7 continuity of business processes for worldwide employee base.

Technologies

- MIMIX® ha1™
- Combination of in-house developed software and packaged manufacturing solutions from SSA and JD Edwards
- Two IBM® System i™ model 890 servers

Business Challenge

Crown makes one out of every five beverage cans in the world and one of every three food cans used in North America and Europe. While it may not be a household name, Crown’s packaging products—from aerosol cans to lipstick cases—are used by consumers around the world every day. Consumer marketing companies turn to Crown for packaging solutions to help build and advance their brands. Crown takes pride in staying close to its local, regional and multi-national customers, and operates plants in 42 countries to ensure world-class service.

The company’s IT operations are consolidated at the U.S. headquarters, providing the thousands of employees with the applications and data they need to do their jobs. With a global employee base working in different time zones, company systems must be up 24/7.

For over a decade, Crown has relied on IBM and Lakeview Technology to ensure that planned downtime is minimized and disaster recovery requirements are met. While Crown has not calculated an hourly cost for downtime, the figure would be “significant” for the \$7 billion-per-year firm, according to Larry O’Donnell, Director – Global Computing Center. “The system supports more than 100 facilities, providing all the ERP functionality, logistics and core-mission applications,” said Mr. O’Donnell.



Solution

Crown implemented MIMIX ha1 from Lakeview Technology, and since then the solution has run flawlessly. Disaster recovery was a main driver for the deployment, according to Mr. O'Donnell, and while there has been no significant unplanned downtime, it's reassuring to know that MIMIX ha1 is in place. "MIMIX ha1 is a stable, solid product that gives us some breathing room," said Mr. O'Donnell.

"In terms of planned downtime, we average about four minutes a month for application changes. Without MIMIX ha1, the last primary upgrade took almost 24 hours. The second footprint eliminates the need to take production down that long for any reason," Mr. O'Donnell noted.

"If we had unplanned downtime, we'd switch over to the high availability partition. We have that process down to less than one hour now, and we're refining it to reduce it even more. Before we had high availability, recovery from an unplanned outage could take about 22 hours," he stated.

Crown's experience with MIMIX Support has been very positive. "We don't need their help often, but we get a very good response when we contact MIMIX Support. The Lakeview team was here a few months ago to do an audit, which was an excellent review of our capabilities and provided additional assurance that we have the skills, technology and experience to maximize the benefits that the product provides," said Larry O'Donnell.

During 2006, Crown turned on the AutoGuard functionality for MIMIX ha1. The self-monitoring and self-healing feature is designed to provide the confidence that everything is up-to-date and switch-ready. "AutoGuard provides more oversight and reduces the potential for human error. Nothing against human beings, but now we have the reassurance that MIMIX is keeping a watchful eye on itself," Mr. O'Donnell explains.

"The top benefits of MIMIX ha1 are that we back up off the HA footprint, so there's no need to take production down, and we have the ability to switch over and run on another footprint as needed. Overall, MIMIX is a very good enabler, especially for nearly eliminating down time," said Mr. O'Donnell.

