

MWL Systems uses Dell Certified Partner status to help a customer recover its core IT systems after a devastating fire



"Our core market is small and medium-sized enterprises, but as a result of our partner status, we've been able to win virtualization projects with large enterprises."

*Peter Smith, Senior Consultant,
MWL Systems*

Partner profile

Company:	MWL Systems
Industry:	Technology
Country:	United Kingdom
Founded:	1984
Employees:	38
Website:	www.mwlsystems.co.uk

Business need

MWL Systems looked to partner with an IT provider whose server and storage solutions could be tailored to meet the specific needs of its customers.

Solution

The company became a Dell Enterprise Architecture Certified Partner, which ensured expertise in market-leading virtualized solutions, and used its partner status to assist customer TRB in rebuilding its server infrastructure after a devastating fire.

Benefits

- **Leading IT solutions:** MWL Systems has expertise in delivering virtualized server and storage solutions for its core markets
- **Better access to solutions:** With easy access to Dell solutions, the partner provides a quick response after TRB loses its main IT systems during a fire
- **Enterprise efficiency:** MWL Systems helps TRB deliver enterprise efficiency, including a 20 per cent reduction in storage management time
- **Excellent disaster recovery:** TRB can restore data in minutes in the event of a failure thanks to its new Dell-based solution



MWL Systems, based in Wrexham, North Wales, has provided customers with tailored IT solutions for more than 25 years. Serving the needs of businesses in north-west England and north Wales, the company offers expertise in IT consultancy, deployment services and support.

“We’ve reduced management time by around 20 per cent as a result of installing our Dell EqualLogic SAN from MWL Systems.”

Phil Riley, IT Manager, TRB

Virtualized Dell EqualLogic storage drives success

With accredited expertise in a wide range of IT solutions, the organisation has been a Dell Certified Partner for five years. In that time, MWL Systems’ staff have gained deep insight into Dell products and services, and the necessary skills to successfully integrate Dell solutions with leading technologies from Microsoft, VMware and Symantec. The combination of Dell EqualLogic storage area network (SAN) solutions with VMware technology now plays a key role in the company’s business model. Peter Smith, Senior Consultant at MWL Systems, says: “What makes Dell EqualLogic storage ideal for our customers is its flexibility. Whatever their storage requirements, we can find the right Dell EqualLogic SAN to meet their needs, and it tightly integrates with VMware environments.”

Certified Partner status delivers new business opportunities

The company has no doubt that its relationship with Dell helps drive business. “When customers see our Dell Certified Partner status, they know straightaway that we’re experts,” says Smith. This confidence continues to grow, with the business achieving Dell Enterprise Architecture Certified Partner accreditation. “Our core market is small and medium-sized enterprises, but as a result of our partner status, we’ve been able to win virtualization projects with large enterprises,” comments Smith. “We have the expertise and the backing to deliver major projects.”

Technology at a glance

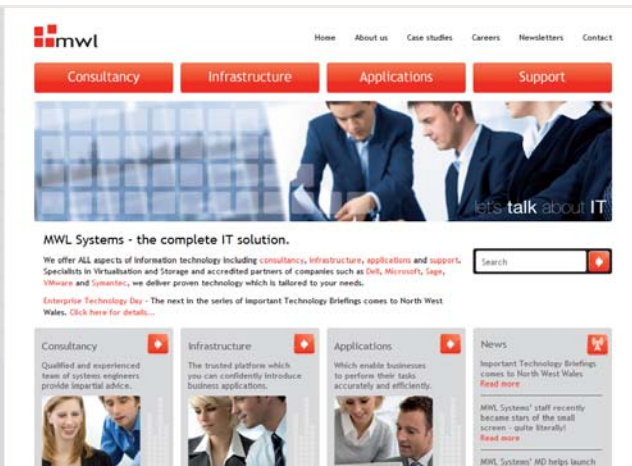
Dell EqualLogic PS4000E storage area network (SAN)

This is a mid-range iSCSI-based SAN, bringing enterprise-class features, intelligence, automation and reliability to small and medium-sized enterprises. With up to 16 SATA disk drives per modular array, the PS4000E SAN delivers outstanding value compared with other mid-range storage solutions on the market.

- **Dell EqualLogic SAN HeadQuarters**
- **Rapid Provisioning**
- **Auto-Snapshot Manager**
- **Auto-Replication**
- **Automatic load balancing**
- **Microsoft and VMware integration**
- **Multi-path I/O**

Dell™ PowerEdge™ R710 servers with Intel® Xeon® Processors

The Dell PowerEdge R710 server is a powerful rack server with enhanced memory capacity. It includes Intel Xeon Processors, which deliver outstanding performance for virtualized environments.



Flexible Dell support meets partner needs

Sales personnel and consultants at MWL Systems always provide customers with high-level support for the latest Dell solutions. This is helped by the flexible training and education programmes that the business enjoys by being a Certified Partner. "Personnel can choose a training format that works best for them," says Smith. "Many like to learn through the comprehensive sales material that's available and the PartnerDirect webinars."

Smith and his colleagues also take advantage of the Dell PartnerDirect portal. Smith says: "It's a quick and easy way to register business opportunities so we don't come into competition with Dell and other partners. It streamlines the whole quoting and ordering process, saving us time."

Quick access to Dell solutions helps TRB recover from fire

It was the company's standing as a Dell Certified Partner that enabled it to win a new project with TRB, an automotive components manufacturer in north Wales whose customers include Toyota and Scania. The main server infrastructure at TRB was destroyed in a fire, threatening to stop production. "We had just 24 hours to get the environment up and running to avoid the business grinding to a halt," says Smith. As a Dell Certified Partner with a regular turnover of Dell solutions, MWL Systems had the servers and storage systems in stock to help TRB overcome its challenges. Phil Riley, IT Manager at TRB, says: "MWL Systems was the only company that could immediately provide us with what we

needed. And technicians were on-site within an hour of our phone call, deploying a temporary solution."

Virtualized solution delivers cutting-edge IT environment

MWL Systems migrated data from the damaged servers to a virtualized platform consisting of Dell™ PowerEdge™ R710 servers with Intel® Xeon® Processors running VMware® vSphere™ 4 server software, and a Dell EqualLogic SAN. "We migrated the data in less than 24 hours, so TRB's operations continued without any disruption," says Smith.

With the temporary infrastructure successfully supporting the business, Riley began to look for a permanent Dell solution. He immediately turned to MWL Systems once more. "We had a high level of confidence in the company because of the work it did to install our provisional system and its status as a Dell Certified Partner," he says. By studying performance data from the infrastructure, Smith and his team were able to design a permanent environment to meet TRB's specific business needs. "The Dell PowerEdge R710 servers were ideal for the new virtualized infrastructure. We simply needed to change the SAN for a smaller Dell EqualLogic PS4000E," comments Smith.

While designing the permanent infrastructure, MWL Systems also created a new disaster recovery solution based on a Dell PowerEdge T710 server with Intel Xeon Processors, located away from the datacentre. Smith says: "Data from the virtual servers is replicated on an hourly basis to this server using Veeam backup and replication software."

"The new disaster recovery solution means that TRB can recover its data in just a few minutes – a vast improvement compared with previously."

Peter Smith, Senior Consultant, MWL Systems

Better IT performance with around 60 per cent consolidated server infrastructure

TRB now has a highly consolidated server infrastructure based on just two physical servers instead of five, offering greater performance and levels of redundancy resulting in increased system resilience. "We have around 12 virtual servers running on our two machines, supporting processes right across the business," says Riley. "We deliver a better IT service because the environment is so flexible. We can take virtual copies of existing servers, and make modifications to improve performance. Then, if everything goes smoothly, we can make those same changes to the production servers, safe in the knowledge there won't be any disruption." Apart from delivering a better service, the new servers are helping the company reduce its carbon footprint. "By running two physical servers rather than five, we're lowering power consumption. It's supporting our drive for greener IT," comments Riley.

Storage management is about 20 per cent more efficient with virtualized SAN

By deploying a virtualized Dell EqualLogic SAN, TRB has significantly lowered administration costs. "We've reduced management time by around 20 per cent as a result of installing our Dell EqualLogic SAN from MWL Systems," says Riley. "It gives us more

opportunity to focus on higher value, strategic work – which will ultimately mean a better IT service." The two-man IT team uses thin provisioning to deliver on-demand capacity and maximise storage utilisation. "The EqualLogic SAN comes with many built-in storage features such as automated load balancing and performance monitoring to make management simpler and reduce total cost of ownership," says Riley.

TRB restores data in minutes for excellent disaster recovery

If another emergency situation occurs, data can be restored quickly and the company continue operations uninterrupted. "The new disaster recovery solution means that TRB can recover its data in just a few minutes – a vast improvement compared with previously," says Smith. In addition, TRB has Dell ProSupport available to help maximise the performance throughout the environment's lifecycle. Riley says: "We chose the Mission Critical option with four-hour on-site support to help protect our investment. However, I can also turn to Dell ProSupport whenever I have a question or want some advice. It's not just there to help resolve issues."

For more information go to:
dell.co.uk/partner

"We deliver a better IT service because the environment is so flexible."

Phil Riley, IT Manager, TRB



View all Dell PartnerDirect case studies at: dell.co.uk/partner

Availability and terms of Dell Services vary by region. For more information, visit: dell.com/servicedescriptions
© November 2010, Dell Inc. Dell is a trademark of Dell Inc. Intel and Intel Xeon are registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries. Microsoft, Microsoft Office and Windows, SQL and SharePoint are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries This case study is for informational purposes only. DELL MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS CASE STUDY. Reference number: 10009179.

