



Servium

delivering tomorrow's solutions today



Fugro surveys new business continuity solution

Fugro UK is part of the world's largest integrated supplier of survey and geotechnical related services. They collect, process and interpret data related to the earth's surface and the soils and rocks beneath, providing advice based on the results to clients in various market sectors around the world.

The Challenge

An uninterruptible power supply (UPS) is a critical component of the data centre environment. It provides near instantaneous protection from input power interruptions, keeping business systems operational for many hours until the power supply can be returned. Unfortunately, 15 year old legacy UPS systems were starting to show their age for Fugro, neither meeting the response times required of the business, or the power demands of their sizeable infrastructure. Combined with unpredictable power supply, the result of their market town location, it was time to sure up this component of their business continuity strategy.

Martin Harrow, IT Manager at Fugro explains "Our UPS systems would fail and we would have to bring the whole infrastructure up again, which would cause several hours of downtime. To boot, this was happening on a pretty regular basis".

This performance was unacceptable, adversely affecting the service levels the IT team were tasked with delivering and had the potential to

undermine the confidence of those companies that need to connect to the facility.

Whilst switching the UPS devices would be relatively straightforward, Fugro also wanted to explore adding further resiliency into the environment by incorporating a separate generator to keep the data centre operational for an extended period of time.

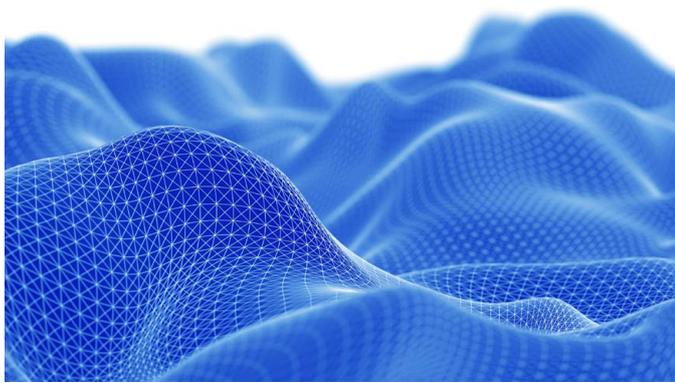
Considerations

- Legacy UPS systems unable to meet the demands of an evolving infrastructure
- Unpredictable power supply and poor performance
- Requirement for extra redundancy and future-ready resilience
- Sensitive budget challenges



Fugro surveys new business continuity solution

“We believed we could function on shorter coverage from battery power in the data centre if we had the backup of an external generator. This generator would have to be capable of at least eight hours run time. However, with the budget we had, we simply weren't sure if we'd have enough to make this happen. Equally, the switch over to whatever backup supply we ended up with needed to occur instantly because we operate 24x7 and cannot afford any interruption,” continues Harrow.



Fugro would need help sizing and deploying the new infrastructure, so turned to long time IT partner Servium, for advice. Stuart Dean, Sales Director at Servium elaborates: “There were three networks being run out of the Wallingford data centre, two of which could not afford any downtime. The power generator would provide extra redundancy, but the size of the UPS systems required would mean a thorough review of the expectations Fugro were looking to meet. We knew budget was a concern and that the best possible value needed to be realised from the investment”.

The Solution

The critical nature of the solution and sensitivity around price presented an unusual challenge.

“We were most concerned that the majority of UPS manufacturers don't specialise in external generators, so delivering a solution based on two

separate vendors - one for the UPS, one for the generator - had the potential to add risk, the result of responsibility and ownership issues should problems occur further down the line. Adding a generator into the mix would also add substantial cost to the project,” suggests Dean.

However, Servium had established a good relationship with a new vendor called Borri, who specialise in complete uninterruptible power solutions, including the external generators.

New to the market they were also hungry to win customers and establish themselves in the UK.

“We believed they could be just the solution for Fugro and potentially meet the price point we were aiming for. So, we presented two options to Fugro - a conventional UPS-only solution and a second end-to-end option from Borri,” continues Dean.

“The potential of the Borri solution really made an impression,” comments Harrow. “They appeared to offer exceptional value for money and Servium were happy to stand behind them so we explored it further”.

In order to size the solution accurately, a site survey of the Fugro data centre would need to be undertaken. This would identify how many UPS appliances would be required, the sizes of the devices and where they could be located.

Highlights

- Complete end-to-end solution
- New vendor relationship forged with Borri, providing entire solution from a single touch-point
- Site survey revealed the means to facilitate future expansion
- Greater capacity for a comparable price

Fugro surveys new business continuity solution

It would also give Servium and Borri the opportunity to delve deeper into the objectives Fugro had for the project. Over a period of eight weeks, Servium and Borri spent a lot of time with Fugro establishing the best possible solution.

“The communication was excellent from the beginning. We saw lots of Servium and Borri, which made us feel like we were important and that they were taking the project seriously,” shares Harrow.

In particular, the site survey revealed that Fugro could foresee their data centre growing in the next 12-24 months, but at that point in time they were unable to say by how much.

It was therefore important to factor this possibility of growth into the solution. Whilst another pressure on budget, it would be an important consideration to try and satisfy.

The final proposal from Servium and Borri was compelling. For a comparable price to more established UPS-only solutions they would achieve a complete solution including an external generator, higher-rated appliances and the capacity to deliver more back-up power than Fugro needed currently, therefore offering headroom for future growth.

“What they were proposing was effectively more back-up power for our money. We knew we would grow our systems in the medium-term but we couldn't easily say if that would be by 10, 20 or 30%. The fact that the Borri system had spare capacity basically removed this headache. We looked closely at the Borri equipment too, as we were new to their technology, and were satisfied that it was well-engineered and up to the job. And the fact that we were going to get the whole solution from one manufacturer is really what clinched it for us,” declares Harrow.



The Result

The new solution offers almost 80% more power capacity than the original UPS units. The new UPS units only need power the servers for a short period of time whilst the external generator starts up, so are a fraction of the size. As a result, this has freed up valuable space inside the data centre, making an important contribution to the Fugro growth plans. In the 12 months following deployment of the solution, as anticipated Fugro added more cluster servers to their data centre.

“When the solution was installed we probably only used 40% of the capacity, now we're at about 70% - proving how invaluable it was to over provision the UPS in the way we did at the beginning,” comments Harrow.

Outcomes

- Legacy UPS systems upgrade
- Greater resiliency across data centre operations and capacity for the future
- Improved performance and reliability of service levels
- Valuable new vendor relationship brokered

Fugro surveys new business continuity solution

Alongside the solution, Fugro opted to invest in a rolling support contract which has really proved itself to them.

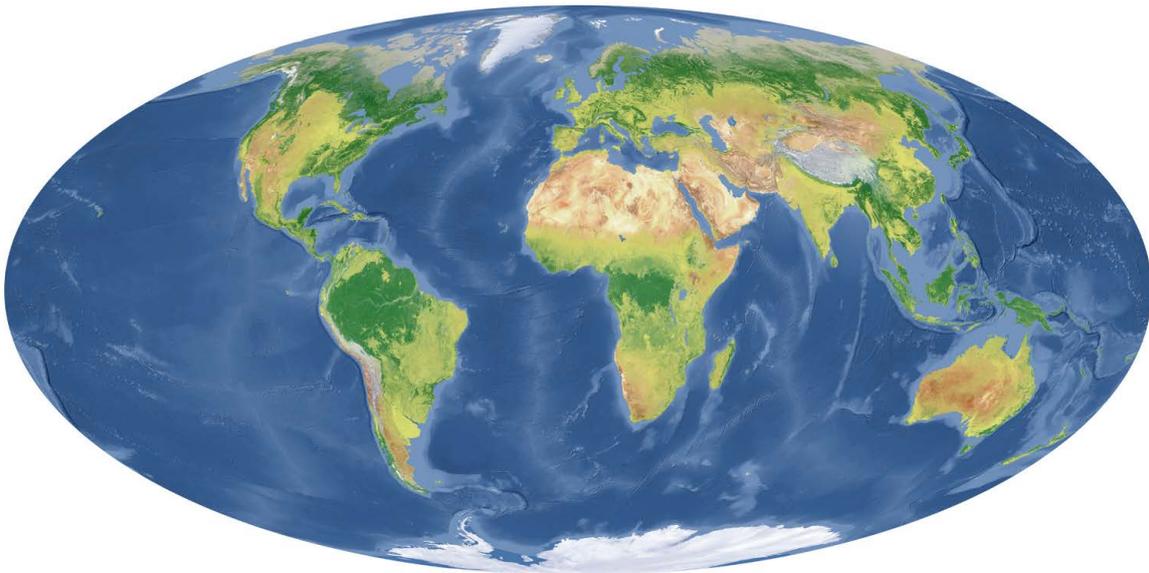
"In the early days we had a couple of major problems with failed components - which was no fault of Borri but down to environmental factors in the server room, but it did require them to mobilise quickly. They were there in a flash - one occasion occurring at night at a highly anti-social time".

Fugro has been so impressed with the solution they are now looking to replicate the setup in their second data centre in Great Yarmouth.

Working with Servium

According to Harrow, Fugro would never have contemplated Borri for the project had Servium not brought them to their attention. Servium's commitment to ownership is what really impressed Fugro during the project however.

"When we experienced the problem at night we couldn't locate our support contract information, so our Account Manager from Servium took a call from us at 3am and then went to their offices to retrieve the information for us! People glibly talk about going the extra-mile, but in that instance they really did do that. It showed us just what sort of support we can expect from them".



“

Servium know us well and did an excellent job of interpreting the objectives we had for the project and matching them to the best possible solution. I genuinely believe we would not have achieved such a positive outcome without them.

”

- Martin Harrow, IT Manager at Fugro