



Cardium Solutions
IT CONSULTANCY & SOLUTION PROVIDERS

CASE STUDY

H.J. Heinz

Head Office Relocation





Project Overview

H J Heinz had a requirement to relocate their UK based head office. Cardium in this project performed a logical role, in essence the technical management, in the relocation of the server and associated component infrastructure.

Project Objectives

This relocation role included the following key components:

- Technical audit of existing server hardware and associated functions
- The proposal and implementation of the structure and design of the servers, prior to and post relocation
- The technical management of the decommissioning of the server and network infrastructure
- The provision of a backup strategy in the effect of system failure
- Re-commissioning of the server infrastructure
- Testing of the server functionality post relocation.
- Follow up on site support

Service and Deliverables

The first stages occurred prior to the move date. The initial work carried out involved the production of a technical site audit. This identified all components, and associated services together with additional peripherals, that were scheduled to be relocated.

The schedule of decommissioning was now planned. Now each functional server had been identified, the business requirements of the shutdown could be considered. This allowed a timetable for the decommissioning to be created and ensure all concerned areas were aware of the timescales.

Using this information the design of the two new server rooms was planned. Particular attention was paid to fault tolerance across the two facilities. Thus ensuring service would not be compromised due to a complete failure of one room.

Producing this plan prior to the move, and allowing for subsequent consultation, ensured all issues were resolved and allowed for an error free move of equipment.

The final task prior to the move was the provision of a backup plan, to allow for the anticipated hardware failures during the physical move.

Following the move Cardium Solutions provided the technical expertise to rebuild the server infrastructure. This relied on the server network being re-commissioned in a strict order, and the functionality being confirmed at every stage.

The anticipated hardware failures did not occur; only one server posed any problems. This was dealt with by swapping the faulty hardware chassis in accordance with the backup up strategy.

Once the entire server infrastructure was reinstalled Cardium Solutions was able to validate the performance of all the main infrastructure servers such as messaging, host connectivity and remote management.

To ensure that all functionality was available from the relocated infrastructure Cardium Solutions provided follow up on site support. Thus ensuring no user disruption was encountered. Due to the success of the server move and reinstallation this effort was superfluous on the following days.

Summary

Post completion Cardium Solutions always undertake a project closedown meeting with the client to obtain feedback and confirm that all work has been undertaken successfully.

Alan,

I will arrange a formal response from myself and Nic Sears.

In a word the service was excellent.

Could you pass on my personal thanks and appreciation to the whole team from Cardium?

John

IT Technical Analyst and Support Manager

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