

Case Study: Avery Weigh-Tronix

Prestige delivers complex migration solution to exceed all expectations seamlessly on time and on budget

“Prestige was chosen not just for its experience in handling complex migration projects but for its flexibility in adopting a partnership-focused approach.”

Clive Taylor, IT Manager, Avery Weigh-Tronix

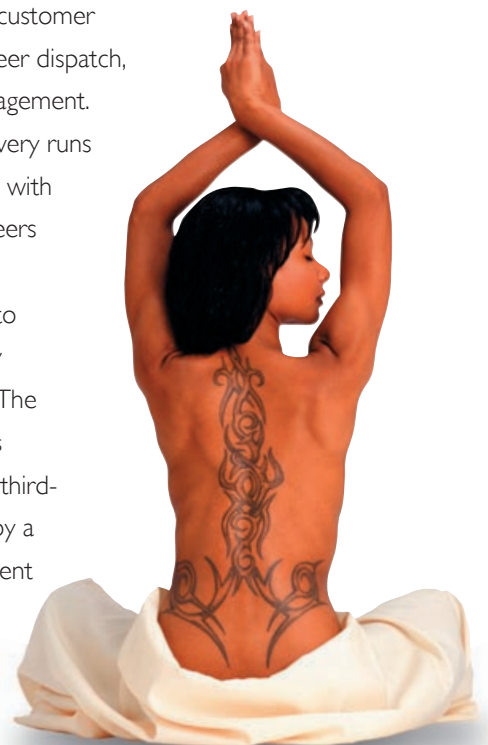
Avery Weigh-Tronix is a global organisation whose core business is weighing systems. These range from individual scale units and integrated store-based electronic systems, to weigh bridges, railway and agriculture feed systems with embedded IT solutions. The UK operation is based in Birmingham with other sites nationwide.

Avery examined the possibility of purchasing new equipment and carrying out a 'technology refresh' simultaneously with the move. They found that for the same cost as maintaining its current computing provision for three years, Avery could have brand new hardware and a three-year maintenance contract. The company began a tendering process that challenged five HP resellers to replace its current equipment on a best-available basis within its current budget, including providing all the services necessary to transfer the existing systems to the new location.

Avery Weigh-Tronix

innovative global
weighing **solutions**

Avery operates an extensive IT network centred on a Baan ERP system. It processes order taking, logistics, planning, manufacturing, finance, service coverage, customer centre calls, engineer dispatch, and contract management. Across Europe, Avery runs around 1,200 PCs with 500 service engineers in the field using PDA units linked to central systems by GPRS networks. The Baan application is managed under a third-party agreement by a facilities management provider.



Clear thinking about your **IT** support

Sharing the risk

Key to the agreement was Prestige's willingness to underwrite a technical architecture that contained elements from suppliers other than HP. The potential of system failure or difficulties in transition would result in profoundly damaging consequences to the business. Avery had to be sure that the changeover was completely seamless.



To ensure that the migration was carried out without disruption, Prestige built a complete duplicate environment in tandem with the facilities management provider. Two "dummy" transitions were carried out to test the system before the final network switch-over. When the moment came to move to the new network, the transition was smooth and painless.



Prestige had a very tight deadline, but within the first day we were happy and content that the new environment had exceeded all expectations. The new equipment, for the same price, outperforms the old by a factor of several multiples. We have seen dramatic improvements in batch running, for instance. Jobs that used to take 48 hours are now down to six. It has had a massive impact on system performance.

“Prestige took a shared risk in terms of the project failing,” says Clive Taylor. “There were some potentially significant costs that we would have incurred had either party slipped. They undertook to meet those costs if they were the root cause of the slippage.”

“We did the transition over a weekend and it went exactly to plan,” says Clive Taylor. “Basically the staff went home on the Friday and came in on the Monday and everything was working as normal.”

Exceeding expectation

“We had done it all, practised and proved it worked, and ironed out all the edges over a two-month period. Prestige had a very tight deadline, but within the first day we were happy and content that the new environment had exceeded all expectations. The new equipment, for the same price, outperforms the old by a factor of several multiples. We have seen dramatic improvements in batch running, for instance. Jobs that used to take 48 hours are now down to six. It has had a massive impact on system performance.

Diane Cleary the Sales Director at Prestige and Avery's Account Manager remarks, “There is a commonality between our two organisations that has proved to be key to the project's success. Prestige can only be as good as the information received and the trust given by other parties involved. Clive and his team extended their very professional and friendly ethos to Prestige from day one; we shared information and ideas in an open and constructive manner and got the job done.”

“ Working with Prestige is like having an extension of your own department. They fitted in very well and worked closely with us. The ethos is very much on professional service delivery. ”

Clive Taylor, IT Manager, Avery Weigh-Tronix

Technology - Core Elements

- **HP Unix servers - rp4440-8's and rp3410-2's:** A robust architecture combining a number of Hewlett-Packard Unix servers into an MCServiceGuard Enterprise Cluster allowing mission critical application services to continue in the event of hardware or software failure.
- **EMC2 CLARiiON CX500 Storage System:** A high performance, high-availability storage system run in a SAN environment providing continuous data availability and integrity.
- **DAS storage:** HP StorageWorks 2100 Disk Systems
- **Back-up device:** MSL SDLT Library
- **Management tools:**
 - DataProtector
 - OnLine jfs
 - Glance+
 - MCServiceGuard
 - Mirror/UX
 - SnapView
 - PowerPath
 - Navisphere
- **Services:**
 - Hardware and software design build and installation
 - MCServiceGuard cluster build
 - SAN design and implementation
 - DataProtector installation and configuration
 - On site go-live support
- **Support:** 24 x 7 x 365

Benefits

- Prestige provides 'new for old technology refresh' within the existing budget
- New system tried and tested and up and running within three months
- Seamless transition with no impact on business operation
- Dramatic improvements in system performance
- Prestige's flexible, partner based approach focused on Avery's specific needs
- Prestige shares risk to ensure painless results





business partner



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