



FAST FACTS

Client: Reliance Worldwide
Locations: ANZ, US, Asia and Europe
Products: IBM System i, Halcyon software, Orion HA software
Industries: General Manufacturing and Distribution
Time: Sundata customer since 2002



"It was a major job that required absolute attention to detail at every single step of the way...and the fact that I, as well as everyone else in the business, was able to carry out my day-to-day responsibilities without being distracted or having to deal with system outages really demonstrates how effective and painless a mission-critical upgrade can be."

– Denita Hensley, Reliance Worldwide

www.relianceworldwide.com.au



SUNDATA helps clients solve business problems and improve business processes through the use of technology.

The Client: Reliance Worldwide

Founded in 1949 and with operations located in Australia, the United States, the United Kingdom, France, Hong Kong and New Zealand, the Australian-based Reliance Worldwide group of companies is the name behind some of the industrial world's leading names. Names such as Nicote, TubeFit and Matthews Fire Alarms.

Business Challenges...

- Provide high-availability and high-performance server capabilities to meet huge increases in user numbers
- Guarantee 24x7 system access to a worldwide network of users
- Introduce industry-leading disaster recovery and system management solutions

Business Solution...

Through its partnership with IBM Premier Business Partner, Sundata, Reliance implemented a comprehensive upgrade to its production and disaster recovery system, operating systems, systems management software and disaster recovery application – all achieved in a 24x7 operating environment.

Benefits...

- Quick and easy upwards scaling of server capacity to meet user number increases
- Improved disaster recovery (DR) capabilities featuring role swapping between production and DR servers
- System i server management able to be carried out by Intel system administrators
- Future-proofing of core systems to support business growth for at least five years

The Business Partners

Sundata (Project Management, System i supply, services and support) Mid-Comp International (Vision Solutions Suite), Halcyon Software (ORION), Infor (BPCS) and Stillwater (System i and BPCS technical support).



“I rely heavily on other – Intel – system administrators within the company for support...Halcyon has the distinct advantage of being user friendly to Intel administrators who need a solution for their own systems as well as the iSeries...That’s the sort of performance that is simply impossible to put a dollar benefit value on, especially when it’s our entire business disaster recovery strategy at stake.”

– Denita Hensley, Reliance Worldwide

Underpinning the planned success of the broad upgrade project was Sundata’s formation of a highly skilled team, comprising specialists from Mid-Comp International (ORION), Halcyon Software (Systems Operations Suite), Infor (BPCS), Sundata (project management, System i supply, services and support) and Stillwater (System i and BPCS technical support).

“We had five separate companies working on the upgrade...but everyone involved – myself included – recognised one point of contact for its management; and that was David. [from Sundata] When you’re managing a 24x7 environment that’s going through a major upgrade, then the single point of contact and responsibility is crucial.”

– Denita Hensley, Reliance Worldwide



Challenge: Dealing with massive business growth...

During recent years, growth through acquisition has been a constant within Reliance. Yet with this growth there have arisen numerous challenges, not least of which is the need to maintain a 24x7 single-point BPCS (Business Planning and Control System) environment to support its worldwide manufacturing businesses.

Running on a single IBM AS/400 (System i), Reliance’s BPCS solution was being accessed and used by approximately 140 users throughout all countries in which the company operates – and it’s a number set to grow significantly in the short-term.

In mid-2006, though, with its AS/400 approaching the three-year mark and user levels set to increase by over 70 per cent, there was a critical need to determine the appropriate upgrade path to ensure the server could support that increase.

Solution: Sundata and IBM System i

At the core of the solution was an upgrade of Reliance’s production AS/400 to IBM System i5 550 server, configured with two active CPUs and a further two in reserve to support upwards scalability needs. To match the performance levels of the i5 550, the company’s high availability/disaster recover server was to be upgraded to a System i5 520.

To ensure optimum reliability and performance, the solution proposal further detailed the need to:

- Upgrade operating systems, encompassing version and CUME (cumulative program temporary fixes)
- Upgrade Reliance’s ORION Software, which manages information availability on the System i platform
- Implement Halcyon Software’s Systems Operations Suite for System i