



### Solution at a Glance

Design, integration and deployment of a Novell NetWare High Availability and Windows NT Server platform for the purpose of implementing a mission critical ERP application, improving performance and availability of applications and data.

### Technology Deployed

- Novell NetWare 5
- Vinca Co-Standby Server for NetWare
  - Microsoft Windows Server
  - CA ARCserveIT Enterprise
- Hewlett-Packard LH4, RAID-5, fully clustered application, file and print servers
- Hewlett-Packard external storage subsystem and backup library



*Data Storage and Business Continuity*

*Security*

*Horizon, Managed IT Services*

*IP Communications*

*Network Infrastructures*

*Business Systems Management*

*Help Desk "On-Demand"*

*Business Solutions*

*(ACTION, Microsoft Business Solutions, Oracle)*

*Technical Service and Support*

*IT Outsourcing*

*Training*

### Company

The Company is a leading, publicly traded retailer, roaster of specialty and gourmet coffee. The Company is considered to be one of the most reputable and most profitable organizations in its industry. The Company groups three complementary areas of expertise within two major sectors that enable it to offer North American consumers, whether at home, at the office or at a restaurant, unique concepts combining gourmet coffees, cutting-edge technologies and service expertise.

### Challenge

Following many years of expansion initiated by organic growth and acquisition the Company was faced with a myriad of critical business and technology challenges. Having acquired several complimentary businesses, the Company was forced to manage disparate financial and accounting systems across a variety of operating systems. The cost of managing and maintaining these systems was proving to be inefficient. Furthermore, the Company's future growth plans meant that the current situation would no longer meet the needs of the business.

The Company was in the process of choosing a new Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) solution, but realized that they would have to continue using the existing Oracle-based financial system until a new solution was selected and implemented. A multi-phase plan was put into action: Phase I focused on stabilizing the underlying network and telecommunications infrastructure to provide a higher level of availability, performance and scalability. Phase II would centre on the implementation of the new ERP and CRM applications while Phase III would provide access to these applications for their 150 retail sites.

### Solution

During Phase I, the challenge was to ensure that the newly integrated server platform would be scalable enough and compatible with the new applications planned for the next phase of the project.

Throughout, ESI would have to guarantee a smooth coexistence between the NetWare and Windows NT platform.

Following an analysis of the customer's requirements, ESI implemented 2, Hewlett-Packard LH4 servers deployed in a High Availability configuration running NetWare 5 and Vinca's clustering solution, Co-Standby Server. This platform would provide non-stop file and print services. In order to meet the customer's current Oracle application needs as well as its planned ERP and CRM requirements, ESI implemented an HP server platform running Windows NT Server. This platform would also provide a solid foundation for the eventual deployment of Microsoft's Windows 2000 Advanced Server planned for Phase II.

To meet the clients growing storage requirements, ESI implemented an external storage subsystem and backup library running Computer Associate's ARCserveIT Enterprise backup software.

### Result

With ESI's involvement, the customer accomplished all Phase I objectives. Both the Windows NT and NetWare platforms were integrated smoothly with a standardized TCP/IP protocol. The NetWare platform was deployed in a clustered configuration thus ensuring continuous availability for its 400 plus users. The HP LH4 configuration resolved performance issues and provided a scalable foundation for future growth. The implementation of an expandable storage and backup system provided much need data security.

ESI continues to work with this customer as it plans the implementation of Phase II and Phase III.

### About ESI Technologies

ESI Technologies is a leading mission critical infrastructure integrator and software solutions developer in Canada. ESI specializes in the development, integration and support of quality IT solutions that ensure the availability, security, management and performance of critical data, applications and networks. As well, ESI develops software solutions tailored to our client's specific business needs and offers integrated business management solutions such as Action, MBS and Oracle. ESI Technologies is headquartered in Montreal, with offices in Toronto and Quebec City.

**ESI Technologies inc.**

Montreal and surrounding areas:

(514) 745-3311

Across Canada:

1 800 260-3311

[info@esitechnologies.com](mailto:info@esitechnologies.com)

[www.esitechnologies.com](http://www.esitechnologies.com)