



Case Reference: 24 hours is a long time in the communications business

Putting the 'always' into 'always on'

Server configuration and installation

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About the client

This client is growing fast in a rapidly expanding market. A specialist provider of communications services for both enterprise and public sector customers, the client offers a wide portfolio of managed services. These range from unified communications and mobility solutions through to cloud services, connectivity, and support and maintenance. Their watchwords are simplicity, flexibility, and security.

Business Challenge - Configure, ship, install, and support

In two UK locations, the client wanted to revitalise its server arrangements and it needed to do it fast; no interruption to business, no pause in the services it delivers to its own customer base.

Of the 13 servers required, 7 were for one location, and 6 for the other. From placing the order, to switching on the equipment, it all had to be done in just 24 hours. It's a long time in the communications business if things don't go according to plan; it's the blink of an eye when they do.

What did they seek from Viadex?

Deliver ready to plug in and play

The client intended to implement an Avaya AACC upgrade and required a quote for the HPE servers, including 24x7 mission-critical support, and operating system. Viadex was engaged to ship and install the hardware for both locations.

The Viadex Solution:

The full server service: Design – Deploy – Optimise

While the client was specific about what servers it needed, it had neither the in-house technical capabilities nor the time to devote to configuration and testing. Viadex took on the complete end-to-end task, designing an HPE solution. A decision still needed to be made on precise specification to ensure best fit with existing processors. We devised four potential specification options to help guide this decision. Once this was clarified, Viadex produced a low-level design.

A combination of various Viadex services was required for this project: Off-site and on-site installation, off-site DOA testing, applying patches and firmware, and installation of Windows 2016 with configuration of the internal RAID and Integrated Lights Out for out of band management. Viadex managed the shipment to synchronise delivery to site with our engineers arrival to meet the hardware at the two client datacentres.

Results: 24 hours later...

Once Viadex had tested, configured and deployed the chosen hardware, installation was clean and precise; delivered in the timescales the client wanted.

The client had solved what could potentially have been a complex problem, and would certainly have taken more time if handled in-house, by turning to the experts who specialise in making the complex simple and de-risking the process of progress.

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AUDIT



DESIGN



DEPLOY



OPTIMISE