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intelligent **IT** solutions

MACFARLANE UPGRADE
IBS ENTERPRISE SYSTEM WITH RECARTA

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> The working relationship between Recarta and IBS was critical to ensuring the project ran smoothly; we felt we were dealing with one organisation.
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BUSINESS BENEFITS
- Improved performance and user response times
- More effective, proactive management
- Faster resolution of issues: Recarta Helpdesk support

CLIENT PROFILE

Macfarlane Group PLC is a market leading packaging company. It designs, manufactures and distributes a wide range of packaging to a cross section of companies in the logistics, mail order, internet retail and industrial markets.

Macfarlane Packaging, a part of Macfarlane Group PLC, is the leading distributor of packaging materials in the UK. It employs approximately 450 people and operates through 18 strategically located Regional Distribution Centres (RDCs). Macfarlane Packaging use the enterprise software suite called IBS, the leader in developing enterprise resource planning solutions for the distribution industry.

THE CHALLENGE

Macfarlane Packaging have enjoyed continued growth by acquiring companies in a number of packaging sectors. Macfarlane were keen to exploit the new functionality available in the latest release of IBS Enterprise. Moving to the new version required a review of their hardware infrastructure.

IBS has exclusively selected Recarta as their UK partner. The role of Recarta is to assist IBS clients with design and implementation of IBM Power i based infrastructure to run IBS Enterprise and Bookmaster. One of their first projects together, was to design and implement the IBM platform supporting MacFarlane's planned migration to IBS Enterprise Version 7.

For information
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Premier Business Partner IBM

The Macfarlane IBS system supports over 250 active users at any point in time, across all functions including customer web front portal, finance, distribution, supply management, logistics, assembly and service demand management.

Macfarlane customers include the biggest retailers in the UK, they expect excellent customer service and highly available systems.

THE STRATEGY

Recarta worked with IBS to size the IBM Power platform to support the new version of IBS Enterprise software. Recarta consultants have designed and implemented several IBM Power solutions supporting IBS Enterprise software. Recarta skilled consultants worked with the Macfarlane IT team to fully understand their requirements and to design a solution specifically tailored to meet their needs. The business case was very straightforward, the old systems were expensive to maintain and IBM made Macfarlane a very attractive commercial offer. The ROI for procuring the IBM Power Servers was excellent.

"We felt reassured that IBS had selected Recarta as their partner in the UK, because of their depth of knowledge and experience in the IBM Power systems and their customer support services."

Migrating to IBS Version 7 was not insignificant. Recarta has built a strong relationship with IBS, attending customer meetings together, they have one project manager for the implementation of the IBM systems. Both IBS and Recarta understand it is important the customer feels that they are dealing with one organisation.

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Recarta performed an assessment which included:

• IBS Enterprise capacity planning
• Design of IBM Power 720 Server solution
• IO performance planning
• Design and IBM SAN Storage solution
• Security assessment.

THE RECARTA SOLUTION

Macfarlane were looking for a partner who would support them during the installation of the hardware, the migration to the new systems, and provide support post implementation.

Recarta installed the IBM Power 720 Server which provides Macfarlane with capabilities to deliver leading-edge application availability and enable more work to be processed with less operational disruption. It also provides proven reliability and security for a company of Macfarlane Group PLC's size.

The Recarta engineer performed the migration with IBS, and worked with the team to optimise performance post implementation. The second stage was to implement the IBM SAN Storage to achieve the required IO performance to support hundreds of active users.

SOLUTION OVERVIEW

Recarta provisioned, installed the hardware and performed the services below:

Implementation:
IBM Power 720 Server
IBM SAN Storage
Performance tuning
Migration of systems.

Post implementation:
Remote system monitoring
System health checks
Firmware upgrades
Helpdesk 24x7 for Macfarlane IT.

"We were impressed with how smoothly the project went, Recarta delivered on time and within budget."

THE RESULT

The Recarta team designed the solution, installed the hardware and provisioned the systems. Recarta's engineers were on-site throughout the project to ensure everything ran smoothly and the installation of the new solution was completed on time and within budget. Recarta now provide an ongoing Remote Management and Remote Support under a services contract.

The solution was designed to scale to support Macfarlane's continued business growth. The next step is to design full disaster recovery and failover guaranteeing uninterrupted availability of mission-critical applications. Macfarlane now has a stable operating environment to support their customers and employees.

The key benefits are:

• Enhanced user experience due to new functionality in the IBS Version 7
• Improved performance and user response times
• More effective proactive management due to Recarta Remote Management
• Faster resolution to issues through Recarta Helpdesk support.

"Our experience with Recarta has been excellent. We see them more as a partner than a supplier. We are planning new initiatives with them in the areas of Disaster Recovery and Business Continuity."

Premier
Business
Partner

IBM