



Test & Computer Services Ltd

Storage issues for European Airline Facilities Company

Case Study

Challenge 1

Customers SAN had grown rapidly and was exhibiting performance problems at certain times on certain days and the customer lacked the ability to pinpoint the problem areas, let alone resolve them. The SAN was continually blamed for these problems as the Application and Networking teams were able to produce performance logs showing their parts of the infrastructure were issue free. The SAN team did not have the tools or the time to investigate the cause of the issues.

Solution 1

GCH were contracted to perform a SAN audit using analysis and monitoring equipment (hardware and software) in order to produce an accurate, up to the minute topology map showing all connections and zones within the fabric. Metrics were collected for storage and server usage, bandwidth utilisation, indicators of performance bottlenecks, mis-configured links and zoning errors. A picture was built up over two weeks of the full SAN utilisation, configuration and performance and the cause of each issue was examined in detail.

Outcome 1

For the first time ever the customer was able to precisely visualise their current infrastructure via up to date topology maps and performance statistics. The Audit Report produced by GCH enabled the customer to quickly take appropriate steps to rectify some of the reported problems. For the first time ever, armed with accurate performance statistics the SAN team could confidently push back non-SAN problems to the Applications and Networks teams. Fixing the majority of the issues freed up valuable time for the SAN team to proactively managing the SAN.

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24 Years of Experience



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Disaster Recovery for European Airline Facilities Company

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Challenge 2

A year after carrying out a SAN audit, the customer was required to plan and test disaster recovery and failover processes in order to prove to one of their largest customers that they would still operate in the event of a disaster at their main data centre. The airline had carried out a site visit to the customers main facility and wanted confirmation that there would not be any impact on their business in the event of a major event at that location.

Solution 2

GCH guided the customer through the process to produce the disaster recovery plan and procedures. GCH then monitored the infrastructure using monitoring and analytics software during out of hours testing of the plan to prove that it would work seamlessly with zero impact to the customers uptime. The usual daily loads were simulated during the testing to make sure that the procedures would work at any time of the day or night. Both failover and fallback scenarios were tested over consecutive nights.

Outcome 2

The customer was able to prove to their customer's complete satisfaction that they would continue to operate in the event of a disaster. Following the testing the results were presented to all departments in the company in the form of a report with recommendations to further improve the procedures and reduce the time taken to failover and fallback.

24 Years of Experience