



success story



## AstenJohnson turns to hp and Dimension Data's highly available outsourcing environment

### background

Now the second largest paper machine-clothing manufacturer in North America, with manufacturing plants in 12 locations in Canada and the US, the 1999 merger of Asten and JWI Group, to become AstenJohnson, has precipitated a major change in the company's data center operation.

### challenge

According to Rich Bermudez, Group Leader, Information Technology at AstenJohnson, "It was clear that we needed to keep pace with the growth the company was experiencing. The merger was one of the key drivers for change. We also were implementing the JD Edwards OneWorld manufacturing application, which requires a centralized server infrastructure. It all came together when management provided IT with the opportunity to start over and build a new solution, that we refer to as our 'highly effective information technology solution'."

High availability was an important consideration in the decision to outsource the company's data center. Located on a scenic river near the coast, the existing site was hardly the best choice to expand the infrastructure. "We first looked at what we needed to keep the data center in-house – things like automatic generators, network redundancy, running fuel-continuation contracts during evacuation periods. But as it turned out, to achieve the availability that we wanted was both cost prohibitive and impractical," Bermudez said.

### solution

During an exhaustive search for outsourcing alternatives, Bermudez and his IT team decided to keep one key issue in mind – people. "We wanted to find people who would care about our data as much as we do," Bermudez explained. "We found that quality at Dimension Data. With all of our disparate infrastructure needs and unique characteristics, the people at Dimension Data made us feel quite secure and they reassured us that they could host our solution and help manage it like any other ERP environment. We knew it was definitely a good match."

"In addition to a good people-match, the decision to move all of our servers and applications from our in-house facility was based on our long-standing partnership with HP and Dimension Data's demonstrated experience in systems, network integration and managed services – each important considerations for us," Bermudez said. "Plus, HP and Dimension Data have a long-standing relationship since 1994, the success of which was a major factor in helping us to feel so confident."

Dimension Data is an international IT services company specializing in providing and managing shared IT infrastructures, and is an Elite member of Hewlett-Packard Company's Worldwide Services Provider Program. The focus of the program is to bring together the right partnerships with HP to offer flexible solutions that meet customers' needs. As a program member, Dimension Data is able to leverage many HP assets including consulting, support, solutions for integrated service management and HP's Always-On Internet Infrastructure Initiative.

### results

Bermudez and his team are able to monitor data center systems at the Dimension Data facility remotely and to realize substantial cost savings benefits. As Bermudez explained it, "All of our systems have monitoring agents installed. Dimension Data makes use of HP OpenView modules for that purpose, and all of the systems are connected into their centralized monitoring solution. As such, we are able to utilize our Charleston staff to focus on proactive projects versus maintaining the data center."

AstenJohnson finds that the outsourced data center infrastructure offers a higher degree of redundancy, mitigating the weather-related and geographical risks associated with the Charleston data center. Bermudez noted, "In South Carolina with all the growth, someone is always digging and they seem to be forever cutting through our fiber cables. Gaining network redundancy was a critical issue with us, something we're achieving with the Dimension Data set-up."

In conclusion, Bermudez stated, "The level of scalability offered by outsourcing with Dimension Data, with its managed network practice in place and our reliable HP solutions, better positions our company to expand here and abroad without fear of over-taxing our infrastructure. Our relationships have definitely helped us reach our goal of building a highly effective information technology solution for AstenJohnson."

For more information on how working with Hewlett-Packard can benefit you, contact your local HP service representative, or visit us through the Internet at our World Wide Web address: <http://www.hp.com>

## solution highlights

- hp rp7400 server
- hp rp5450 server
- HP-UX 11i
- 5 hp NetServer LT6000r
- 1 hp Netserver LP2000r - Lotus Notes
- 2 hp Netserver LC2000 JD Edwards Deployment and Cognos Web Reports
- 1 hp Netserver LH6000r - Lotus Notes
- 3 hp Netserver LP1000r - VPN, Domain, Lotus Notes
- 1 hp 9000 K-Class servers (Warm recovery server in Georgia)
- hp Surestore Virtual Array 7400
- hp Surestore DLT 8000 Tape Library
- hp OpenView systems management software including Ominback II backup software
- hp Critical Systems Support
- JD Edwards OneWorld manufacturing application
- Oracle database
- Sybase database
- Citrix Metaframesoftware
- Microsoft Windows® NT

## customer at a glance:



**company:** AstenJohnson

**headquarters:** Charleston, South Carolina

**founded:** 1790

**telephone:** 843-747-7800

**URL:** [www.astenjohnson.com](http://www.astenjohnson.com)

**primary business:** AstenJohnson designs, manufactures and markets paper machine clothing for all sections of the paper machine. Paper machine clothing is a highly engineered textile fabric installed on paper machines to carry the paper stock through each stage of the paper making process. The design and composition of paper machine clothing has a significant impact on the quality of paper products produced and the efficiency of the paper machine on which it is used. AstenJohnson's products are sold around the world to all major producers of paper and paper products. The company also designs, manufactures and markets specialty fabrics to the non-woven, textile, filtration and food industries as well as paper machine drainage equipment and filaments.



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