

CASE STUDY

Comtec Enterprises Relocates 24/7 Service Provider

RapidSwitch is a leading server hosting company in the UK. The company is focussed on delivering highly reliable managed hosting solutions for its clients, ranging from SMEs through to large corporates.

The Challenges

In 2007, RapidSwitch decided to relocate their whole datacentre based in London Docklands to Maidenhead where they had purchased a new building to address their business growth plans

Ed Butler, Managing Director at RapidSwitch comments,

“Our customers were crying out for two things, power and bandwidth, but unfortunately there are very few sites remaining in London able to support the challenges of 24/7 businesses.”

“In order to fulfil the continuity needs of our customers and create a foundation for our own service development, we had to move. However, the nature of our business requires absolute always-on connectivity, so we needed a company that could relocate our entire business with minimal disruption and within a short timescale.”



One of the most critical things to this relocation was to minimise the downtime of each server in order to reduce the impact on clients. Some servers were given a maximum 3 hours downtime rack to rack, whilst others were given a maximum 6 hour downtime per server.

The Solution

Following a recommendation, Comtec were chosen because of their experience in this type of relocation and the flexibility they could offer. Comtec appointed a dedicated project manager to work with RapidSwitch's staff and Comtec's Technical Team.

The project manager devised plans and coordinated each move to ensure the smooth running of the relocation. The very sensitive nature of this relocation meant that each server move had to be fine tuned to ensure minimum downtime and to make sure no outages occurred.

This was achieved by staggering the relocations over 6 nights. Each relocation was carried out between the hours of 11pm and 6am. During these times server usage was minimal and had the least impact on RapidSwitch and its customers.

Following the relocation of 1,500 servers Comtec were commissioned to migrate a further 250 servers from Black Cat Hosting Ltd, a business acquired by to RapidSwitch. For this relocation all servers were de-racked, de-cabled, re-racked and re-cabled.

To achieve a smooth relocation, Comtec devised dedicated rack plans showing which U space the servers were going from and too and also showing the full make-up of each rack. In addition, the rack plan showed where the racks were situated within RapidSwitch's datacentre.

The Results

Over a period of 6 months Comtec was commissioned to complete the fully managed relocations of over 1,800 servers, 1,500 of which were relocated over 5 consecutive nights. Zero failures occurred and the downtime criteria specified by RapidSwitch was met.

Geoff Denham, Relocations Manager at Comtec Enterprises concludes,

“RapidSwitch prides itself on the ability to provide its customers with high availability and service. A vast number of companies were reliant on a smooth relocation, so it is essential to meet stringent service level guarantees - something that Comtec Enterprises is committed to exceeding.”

About Comtec

Comtec Relocations is a leading IT relocation service provider, specialising in relocation of IT equipment for small offices through to large data centres. We offer a comprehensive set of services to support customers move their mission critical IT infrastructure providing piece of mind and minimum downtime. Our IT relocation services can be tailored to your specific needs whether it is a fully project managed data centre relocation or a simple office move.

Minimising disruption and ensuring business continuity is critical during the relocation of your IT facilities. We understand IT is a precious asset and must be moved quickly, yet with precise care. Choosing Comtec for your project you can be sure that your IT relocation will be in the safe hands of qualified professionals. We provide IT relocations for organisations in both the public and private sector.



Visit www.comtec.com/relocations
or call 0845 899 1400
for further information.