CASE STUDY
Comtec Enterprises Relocates 24/7 Service Provider

Tollon Limited has supplied internet-related services to home and business users since 1997.

Tollon is a Microsoft Gold Partner accredited for web hosting; whether you run your business from a single website on shared hosting or via multiple sites on multiple dedicated servers our technical team is well-qualified to give you the support you need.

Tollon have invested in state of the art Data Centres in West London - all with 24/7 on-site security providing superior, versatile and resilient internet solutions at a competitive rate with market leader SuperMicro (provider of a wide range of cutting edge rack servers).

Their customers include national and local government, household names and design agencies.

The Challenges

Tollon wanted to relocate and centralise their two data centres into one. Due to the rise of data centre pricing within the London arena, Tollon decided to take both of their London based data centres to Maidenhead. Many hosting companies are now moving away from high priced London hosting houses and Tollon decided to relocate to BlueSquare, an up and coming co-location and data centre provider.

> "Tollon decided to use BlueSquare for two primary reasons, the fixing of ever spiralling colocation costs over a long period of time coupled with high power density, something that not many co-location datacentre's offer these days, and the customer driven focus of the company. BlueSquare prides itself on putting customers first which means much faster turnaround times and intelligent hands response times than our competitors. Because we are a dynamic company we tailor all our co-location offerings for each client, however all benefit from a guaranteed 5 minutes intelligent hands response times, something that is paramount when things go wrong with clients equipment.
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> BlueSquare is big enough to provide solid foundations for Tollon long term, but small and flexible enough to provide exactly what Tollon wanted and when they wanted it."
> **Matthew Munson, Bluesquare Ltd**

Comtec were recommended to Tollon by Bluesquare Ltd as the two had partnered for previous data centre relocations.

> "I am very pleased that Comtec were recommended to us by Bluesquare as their service and attitude towards our relocation was second to none."
> **Bill Bowyer, Managing Director at Tollon Ltd**

The Solution

Comtec were recommended to rapid switch and were chosen because of their experience in this type of relocation and because of the flexibility they can 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. Because of the very sensitive nature of this relocation each 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 done between the hours of 11pm and 6am as the use of the servers during this time was minimal and had the least impact on RapidSwitch and its customers.

Shortly after the initial relocation of 1,500 servers Comtec were commissioned to migrate a further 250 servers from Black Cat Networks to RapidSwitch as they had purchased the company. For this relocation all servers were de-racked, de-cabled, re-racked and re-cabled.

For both of these relocations 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. Comtec also devised a rack plan showing were the racks were situated within RapidSwitch's datacentre. This made the relocation smoother for both companies sake.

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 during the hours of 11pm and 6am to the result of which zero failures occurred and the downtime criteria speculated to us by the customer was met.

> "RapidSwitch prides itself on the ability to provide its customers with high availability and service. With such a vast number of companies reliant on a smooth relocation, it is essential to abide by specified service level guarantees, something that Comtec Enterprises is committed to exceeding."
> **Geoff Denham, Relocations Manager at Comtec Enterprises**

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.