

USE CASE

MULTISITE:

MANY SITES – ONE SOPHISTICATED SOLUTION

What does the optimum IT infrastructure for a company with a lot of branches look like? This use case provides an answer.



Are you proud of the close relationship with your customers? Does your company provide them with a range of tailor-made services, in different cities, countries or even continents? Then you will probably operate your business from a model of multiple business units, shops or offices, striking a balance between local availability and central applications in respect of your IT architecture.

Internal knowledge

Typically, the IT experts in your company have a clear idea of where data has to be generated, stored and processed for the business to “work” and to enable the data to be analysed further. As a rule, they know exactly which IT equipment is needed by their colleagues at the various sites and which should preferably be run centrally. They work out which software applications are better run locally and which should rather be managed centrally. All this – the internal knowledge – ultimately results in the establishment of an IT architecture.

It is very likely that these staff members are well informed about the benefits of the Cloud and Edge Computing. They know about the opportunities provided by local on-site data hosting: that, for example, this can avoid unnecessary data traffic or can allow easier compliance with country-specific data privacy regulations. The use of Edge Computing and 5G networks at individual sites provides great opportunities, particularly for the use of powerful software applications with high response time and bandwidth requirements.

Often, however, the IT experts only have a vague notion of what the infrastructure underlying their IT concepts should look like. The issues of energy supply and emergency power, cooling and data networks belong to the specialist knowledge of other groups of experts – experts capable not only of designing the requisite central and decentral data centre and network infrastructure, but also of installing it and ensuring its sustainable operation, across all the company's sites.



Professional support

That is why companies like to call on external help in defining, installing and operating such an IT infrastructure. Rightly so! Ultimately it must not only comply with present-day requirements, but must also be prepared to meet future challenges.

Numerous projects have demonstrated that Datwyler IT Infra service teams can close this gap. Our experts and qualified partners understand the special conditions at a company's worldwide sites, and design the local networks subject to the requirements of bandwidth and access times. They install the IT infrastructures – be they copper, fibre optic and/or WLAN networks – integrate Micro and Mini Data Centres for processing data on site, and connect these local units to the respective customer's central data centre.

IT infrastructures from a single source

In the planning phase Datwyler produces a layout for the network and data centre infrastructure as well as a servicing and maintenance concept with defined procedures.

Datwyler experts or certified local partners are available to assess the individual sites – including a "health check" of the data centres and networks already available. In doing so they contribute their own ideas and state-of-the-art technology and, for example, suggest access control systems, CCTV and other safety technology up to and including an energy-saving "smart lighting" concept.

This phase is concluded by a budget proposal. It may – if desired – be rounded off by a leasing or financing offer from a reliable partner.

During the construction and implementation phase Datwyler produces and procures the requisite hardware and takes care of the logistics, including just-in-time deliveries to the client's various sites. This applies, for example, to the material for the office cabling, the wireless networks and the on-site data centres in-



cluding the cabinets, cooling and power distribution as well as the monitoring hard and software.

Datwyler plans, supervises and documents the installation work and ensures the quality of execution through to handover. The client is kept regularly updated by milestone reviews and ongoing reports.

Datwyler's responsibility need not end with handover, but can extend far into the operational and maintenance phase. Of course, Datwyler provides warranty conditions which can be extended for a fee, and offers maintenance agreements (SLAs) to cover current operation. You can learn more about our services – for example how remote monitoring can be combined with a modern service ticketing system – on our website.

Many years of experience

Datwyler IT Infra can draw on more than ten years of experience in implementing this kind of "turnkey" project. During this period, the service portfolio has been consistently expanded, and an increasing number of clients are entrusting their IT infrastructure projects to Datwyler – from planning through implementation to operation and on-site services, which are always designed to meet their specific requirements. An up-to-date example is Ctrip, the Chinese online travel service provider, which is expanding rapidly and has subsidiaries in many countries. Please visit our website to see what Datwyler is doing for Ctrip. ■