LOGISTICS

Strategic partnership that transcends pure managed services

The client is DX, a leading independent logistics operator in the UK and Ireland. Established in 1975, DX employs and contracts some 5,500 people and delivers approximately 200 million items a year from 73 locations. DX specializes in the secure delivery of valuable and sensitive items nationwide, providing next-day or scheduled delivery services for mail, parcels and two-man deliveries to business and residential addresses. With accreditations such as FORS, IS0 27001, ISO 9001 and Cyber Essential PLUS, DX is the preferred supplier for both public and private sector organizations.

System downtime is a serious situation for any business but in the logistics sector, it's an immediate impact. If IT fails, manifests and route plans are not produced, meaning that vans can't leave, and deliveries instantly grind to a halt.

"We have a set time for couriers to go out early in the morning and if we can't get the manifests downloaded to their scanners we get into a lot of trouble. High availability of our IT systems is absolutely critical or the impact on our business can be quite catastrophic," says DX's IT Services Director, Kevin Toon.

DRAMATIC PERIOD OF CONSOLIDATION AND TRANSFORMATION

To safeguard that crucial availability, DX has a preference of using managed services and over a 10-year association, Ensono has supported the business-critical infrastructure from its Farnborough and Heathrow data centers. This accounts for 90% of the landscape and the remainder is co-located with another hosting business in the north of England.

Ensono has supported DX through turbulent times, not only by 'keeping the lights on 24x7' but also in a wider consultancy role which has become even more important following the recent formation of a new board, heralding dramatic business consolidation and IT transformation.

"There is now much more focus on making sure that we start to retire old systems and are on current versions of software," says Toon.

Highlights

CLIENT

A large, independent logistics company in the UK and Ireland

CHALLENGE

Ensure high availability and transform IT to support future business goals

ENSONO SOLUTION

Managed services and strategic consultation including cloud guidance

RESULTS

Our client:

- ⌄ Potential annual saving of over $165,000 from migration to Ensono Cloud

- ⌄ Facilitates transition to cloud and a more agile environment

- ⌄ Ensures high system availability for business-critical services

- ⌄ Creates an IT environment to support business goals

"We've also identified where we need to be doing things differently with initiatives like software-as-a-service and cloud and that is where Ensono is helping us with its industry and technical knowledge, workshops, conferences and advice."

To help DX achieve its business goals, Ensono is re-architecting its environment onto different platforms. One project is to migrate some DX operations onto the scalable and highly available Ensono Cloud private cloud environment – a move that could bring annual savings of over $165,000 which can be re-invested in other projects.

STRATEGIC SUPPORT DESIGNED TO MAKE A REAL DIFFERENCE TO THE BUSINESS

"The main benefit of working with Ensono is improved system availability," says Toon. "If things go down we have to make sure that the reaction is quick, that we can identify what the issues are and get them resolved as soon as possible and that is what our association with Ensono provides. It keeps the lights on for us very efficiently.

"However, the strong relationship we have with Ensono is more than that of a managed service provider. It's much more strategic. Ensono provides thought leadership, advice and guidance on new technologies. We are able to bounce ideas and get very quick responses with unbiased advice."

The aims are to improve platform scalability and the ability to work in a more agile fashion, speeding up development and test times and reducing time-to-market.

With a view to saving money, which can then be re-invested in areas of need, DX and Ensono are also bringing aging infrastructure up to a better state, replacing some legacy hardware and utilizing unused equipment. Ensono and DX Services have embarked on an Application Assessment of all DX workload. This will look at how all the servers and virtual machines (VMs) are talking to each other and in turn how the applications interact, as well as what performance requirements there are if some of the applications and VMs are overstretched. It will provide essential information for planning future migration strategies, including a potential move to the Microsoft Azure cloud – a possibility that is being investigated by Ensono subsidiary and Microsoft specialist, Inframon.

In this transitional period, DX has many future options around cloud or hybrid delivery but Ensono is an important catalyst that will help it move the business to the next level.

"This entire program will be really interesting moving forward," concludes Toon. "Ensono is a trusted partner and a known source. We have a number of promising plans with the company, including our first real dip into the cloud. We definitely foresee a long-term future with Ensono because if we didn't have its expertise we would certainly struggle."

Ensono delivers complete hybrid IT services from mainframe to cloud. Let us help you operate for today and optimize for tomorrow. **To learn more, visit www.ensono.com.**