MULPHA STUDY REFRESH INFRASTRUCTURE, IMPLEMENT A DR STRATEGY AND SAVE COSTS

SITUATION

Mulpha Australia Limited acquires, develops and manages a range of property and lifestyle investments including the Intercontinental Hotels, Hayman Island Resort and Sanctuary Cove.

Mulpha were keen to investigate ways of reducing their IT overheads without impacting on delivery. The aims of the brief included:

+ Integrate applications making them available across all Mulpha's branches, allowing the business gain a consolidated view of their assets.

+ An easily managed IT system which would allow Mulpha to focus their IT efforts more towards projects supporting business growth initiatives.

+ A robust system which could support their business with minimal management required to keep it running.

+ Provide for a DR strategy given the centralised approach to providing information systems.

Reduction of IT overheads and keeping future IT spend as predictable as possible. In addition to these important business objectives there was a pressing need to consider a replacement strategy for Mulpha's ageing infrastructure which was not only approaching the end of its life but posing a risk to Mulpha in the event of an equipment failure, not to mention everincreasing maintenance, downtime and repair costs!

SOLUTION

SMS proposed a hybrid Cloud-based solution, which would offer an Infrastructure-asa- Service style agreement, which removed the need for significant capital investment. This enabled Mulpha to retain their current infrastructure and phase their assets out as they approached the end of their life.

Along with the Infrastructure, SMS delivered proactive, 24 X 7 monitoring and support on the entire platform to ensure a high degree of system availability. Apart from the computer resources, Mulpha was provided with a high-speed 10GB SAN fabric to satisfy their storage and backup requirements.

As part of the overall solution, SMS also delivered a WAN optimization technology that ensured the remote sites, which were now having their data and applications served from an off premise data centre, were accessing data efficiently. With smarts like deduplication and byte-level changes, these solutions would give Mulpha a real LAN-like experience without the costs of a WAN upgrade.

Delivering on the DR brief, SMS setup the primary site and then leveraged investment in a computer room to set up the Mulpha Head Office with redundant infrastructure. This meant that in the event of a disaster in any of the branch offices, users would seamlessly switch to the DR infrastructure, eliminating any loss or disruption to the business.

ABOUT SMS

A leader in advisory, solutions and managed services, SMS cultivates innovation, digital, mobile and design-led business and technology capability to empower organisations across all industry sectors. With over 1600 staff across Asia Pacific, SMS promotes and delivers next-generation customer-centric outcomes for their clients.

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+Empowering Business
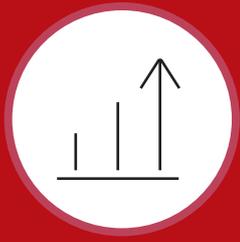
BENEFITS

Mulpha now runs a considerably more sleek technology setup: investment in virtualisation meant that they just needed one investment across three separate offices, rather than having to update and maintain three separate platforms.

With virtualisation technology implemented on the Cloud, Mulpha was able to reduce their footprint in the Data Centre, which resulted in direct savings to the business. As part of a managed solution, ancillary services such as backup were also included, which meant reduced overheads for data backups in the branch offices.

As there are fewer servers and data is more centralized, the team at Mulpha now need to spend less time and resources administrating and managing their infrastructure. The centralization of Mulpha's server technology also means that all users have access to any information that they require and integration with other applications or business systems is much easier than before.

Mulpha's current technology platform has allowed the IT team to be more agile in supporting the new initiatives of the business. Mulpha's switch to virtualisation has had huge disaster recovery benefits, too: now if servers experience a hardware problem, the application can simply be started up on another server within a few minutes. This data is also replicated to the DR site, adding further resilience to the process.

All of these virtualisation benefits mean that Mulpha is likely to make direct savings of greater than 20% over the next three years, as compared to a traditionallyowned in-house IT infrastructure.

"SMS were fantastic from the beginning. Their tailored solution and impeccable service left us with a streamlined, integrated and reliable technology system. Already we have seen a notable reduction in IT overheads. We now have more time to focus on the growth of the business and spend less time worrying about the management of our IT".

Ben Heilpern, IT Manager.