

back2business

Bandvulc Group Case Study

back2business, supported by their sister company Stem Networks, work with the Bandvulc Group in developing and maintaining a technologically advanced infrastructure to help facilitate business continuity and reduce costs. Through a thoroughly planned installation, Stem Networks shifted the group's systems to a virtual infrastructure over a 6-month period. Alongside this, back2business provided work area recovery (which included; work desk & seat, PC, telephony & access to systems) for Bandvulc's most critical functions, including staff from the 24/7 Call Centre operation.

Bandvulc, founded in 1971, is the most innovative tyre recycling company in its industry. It is the only independent tyre re-treader in the UK to have its own compound mixing, tyre management, and support call handling facilities, all under one roof. This ensures that Bandvulc customers receive a consistent, coordinated, top-quality service.



The Issue

Bandvulc approached back2business looking for a robust, scalable solution that reduced environmental costs and increased uptime with the requirement of it being able to work synergistically with their current business continuity plan.

This offsite infrastructure would require its servers to hold, not only vital customer data, but also a whole host of websites and analysis reports for their client base.

Bandvulc needed a highly resilient and reliable service so that this information was always available to its customers.

In addition, Bandvulc needed to be assured that there would be no downtime in business hours caused by the transfer of the databases and websites to these new servers. This included the requirement for workspace from which Bandvulc's critical staff could continue operations.

The Solution

back2business delivered an enterprise-level business solution that spanned into their Data Centre facility, thus utilising their support and maintenance division for day-to-day activities and occurrences.

This enterprise level solution also consisted of:

Data Centre – This industry-leading infrastructure, with VMware, was provided both onsite at Bandvulc and at Stem Network's data centre. Built using Cisco Systems and Dell equipment, this was used as a platform to keep vehicles moving across Europe.

Stem Networks employs a host of certified staff to ensure that it consistently delivers the very latest, most technologically advanced offerings to its customers. This includes managed servers that utilise Microsoft Windows and Linux-based platforms.

Managed Offsite Mirroring – This was provided for Bandvulc, giving them the ability to relocate should an unexpected disaster hit their Head Office.

Virtualisation – This gave Bandvulc the opportunity to set up new servers with minor setup overheads, also enabling them to quickly integrate these with their Business continuity plans, thus eliminating disruption to their clients.

When Bandvulc were satisfied that their new server infrastructure was configured and operating correctly, they then transferred their email routing, as well as other branches', into our remit.

Such was Bandvulc's satisfaction with the initial service it received, it entrusted Stem Networks to provide proactive server monitoring, as opposed to reactive monitoring.

24-hour monitoring – This was included as part of the package, including on-site support for server equipment and operating systems.

Network security – This was provided via a single firewall to protect Bandvulc from any loss of Internet service.

Maximum resilience – Was provided by the Data Centre through its business class security protection, fire detection systems, and uninterrupted power supply with a diesel-generator backup.

Project management – Using 'Prince 2' methodology, Stem Networks liaised with Telecom and hardware/software suppliers to ensure minimum disruption and to eradicate the stress that often accompanies the relocation of servers or websites.

Work Area Recovery - Work area, provided by back2business, allows critical staff to ensure core systems remain uninterrupted during any incident, which may affect Bandvulc in the future.

The Result

back2business's Data Centre provided the best capacity, the most superior infrastructure and an uninterrupted connectivity for Bandvulc to receive the most suitable managed server service for their co-located servers.

Bandvulc needed the assurance that their client base, including Tesco and TNT, would be able to access their websites and web portals at all times. They also needed assurance that 24/7 contact could be maintained with the call centre.

back2business, supported by Stem Networks, delivered all of this and more by providing all the hardware, software and stand by work space required. Bandvulc now have the freedom to focus their time and resources on the core aspects of their business.

They are also safe in the knowledge that should they ever require more bandwidth, rack space, consultancy, or technical expertise, they have a dedicated account manager who can address these requirements within one working day.

Ultimately, the stress of moving their data and websites, and installing a new network within the Data Centre, was expertly alleviated by back2business's highly skilled engineers.

Also, they now have the support of these highly skilled individuals for any future IT requirements.