



KEY HIGHLIGHTS

INDUSTRY: NON-PROFIT



CHALLENGE

Replace an ageing server fleet with a cost-effective, reliable infrastructure that could support growth.

SOLUTION

VMware Infrastructure 3 reduces hardware costs, eases the management task, improves hardware resource utilization and ensures availability.

VMWARE AT WORK

- VMware Infrastructure 3, featuring ESX 3.5, VMotion, Distributed Resource Scheduler (DRS), High Availability (HA) and VMware Consolidated Backup
- VMware vCenter Server

DEPLOYMENT ENVIRONMENT

- ESX on two IBM System x3650 servers each with two quad-core 2.50GHz Intel Xeon processors at 48GB RAM
- IBM System Storage DS4700 Express with 7TB storage – 1.6TB fiber channel disks and 5.4TB SADA
- Guest operating system: Microsoft Windows Server 2003
- Virtualized production applications: Microsoft Exchange Server 2007, Microsoft SQL Server 2005, Microsoft Office Sharepoint Server 2.0, Citrix XenApp 5.0, WebMarshal proxy server, GoldCare Campana database, Microsoft Great Plains financial system, Microsoft Office 2003

“VMware Infrastructure 3 has really impressed our staff with its ability to deliver full availability and reduce our hardware and facilities requirements. As we are housed in a co-located datacenter in Melbourne, this keeps our costs low and enables us to direct our funds to helping our clients.”

Andrew Bell, ICT Manager
Care Connect

Care Connect

Founded in 1994, Care Connect provides case management services for about 4,000 disabled and aged people in New South Wales, Victoria, South Australia and Queensland. A registered charity and not-for-profit organization, Care Connect provides home care, on-site nursing, meals on wheels and gardeners. “Our main aim is to keep the aged and frail out of nursing homes and living independently in their own houses,” said Andrew Bell, ICT Manager, Care Connect.

To support growth, Care Connect expanded its IT infrastructure from four servers at head office and one file server each at its two sites in 2000, to 12 servers hosted in a co-located datacenter in Melbourne. By 2007 these servers – running a range of applications and databases, including a Citrix XenApp application management system supporting thin client desktops – were reaching end-of-life. “Our Exchange server crashed a few times for 24 hours each time,” said Bell. “We also had no real load balancing in place.”

VMware Enterprise Partner and Authorized Consultant RDA Group was engaged to virtualize the entire server fleet. “Other shortlisted businesses were proposing partial virtualization while maintaining Citrix or Microsoft on a physical infrastructure,” said Bell. “RDA Group put forward the most complete solution and had the longest experience and best skills in VMware.” The new VMware-based environment went live in February 2009. RDA Group is maintaining the new environment for a minimum of three years.

Care Connect donated its server fleet to charity and now runs an infrastructure comprising 30 virtual machines. “Our new environment is completely stable and we have not experienced any downtime,” said Bell.

Results

- Avoided purchase of A\$400,000 worth of new hardware
- Saved A\$11,250 per year in additional power costs
- Achieved a server consolidation ratio of 15:1
- Improved server procurement times from a few weeks to 10 minutes
- Boosted CPU utilization from 5-10% to 65%
- Reduced administrators required to manage the environment from five Care Connect staff to two RDA Group staff