

# Quality Control

*Shainin LLC cuts costs and improves reliability by consolidating six Windows® servers onto an IBM® @server® xSeries® server*



If you want proof that security breaches affect technologically sophisticated companies, just look at Shainin LLC. Based in Anacortes, Washington, the firm helps companies improve the quality and efficiency of their manufacturing processes. Shainin's clients include aerospace, automotive and high tech manufacturers in the United States, Canada, Mexico, Brazil, Great Britain and Germany.

Most of Shainin's consultants work from home offices and customer premises. They depend on technology to collaborate, and to keep in touch with the head office. Over a secure Internet connection, they can update their calendars, submit time-and-billing information, and access document libraries on Shainin's servers.

When a hacker penetrated Shainin's systems, the company had to shut down a server that provides e-mail, calendar and contact management functions. During the shutdown, an East coast client had an emergency and needed a consultant onsite within 24 hours. Because management could not access employees' calendars, they phoned consultants, one after another, until they found someone who could look after the client. Only after Shainin flew a consultant in from the mid-west did it discover that an East coast-based employee was available. "Believe me, I heard about this from the highest levels," states Mr. Crabtree, IT Technical Manager, Shainin LLC.

Shainin was already taking steps to bolster security by contracting with Sytek Services, a division of IBM Premier Business Partner DSG, to consolidate its six Windows servers onto a single IBM @server xSeries server, but this incident occurred before the new system was installed.

Today, Shainin's new IT infrastructure is more secure, more reliable and easier to maintain. Software and support costs are substantially lower. But the real kicker is its scalability. "Our company has the capability to double in two years," Mr. Crabtree states. "Our new system is more than adequate for that growth, with room to spare."

"DSG worked with Shainin to increase the security of their IT infrastructure and still save money by consolidating to an IBM @server xSeries server running Linux."

**Carol Stafford, Vice President, Worldwide Linux Sales Programs, IBM**



“We need to stay on top of security, and the switch to Linux is going to make that happen.” – *Charlie Crabtree, IT Technical Manager, Shainin LLC*

## Sytek Services helps Shainin pull the plug on Windows

Shainin LLC decided to look at other platforms after Microsoft® revised its licensing terms. “We were a shop with six Windows server operating systems at \$900 a whack,” Mr. Crabtree recalls. “I figured this investment would be good for five to seven years. But now if we skip an upgrade, it costs us substantially more to upgrade down the road.”

Shainin’s IT management attended an IBM Linux seminar in Seattle. “We kept telling people, we’re just a small business,” Mr. Crabtree relates. “By the afternoon, we had an IBM representative and two software experts talking to us about our problems, and where we could go. That really opened our eyes.”

Shainin already owned IBM servers, and its consultants use IBM ThinkPad® notebooks. “When I call IBM for support, I get support, and no questions asked when it comes to replacing parts,” Mr. Crabtree says. “So my first choice for a server solution was IBM.”

Shainin contacted Sytek Services, who showed the company how it could easily migrate to Linux with an xSeries server running ESX Server software from VMware, Inc. VMware software allows the server to be divided into multiple virtual machines running different operating systems, including Windows and Linux. “Most servers run at only 5 to 10 percent of their capacity,” says Bob Kusche, General Manager of DSG’s Sytek Services Division. “To be able to consolidate using VMware ESX Server and the xSeries is just fantastic.”

## Making the move

Shainin began by moving applications and data from its six servers to virtual

Windows PCs on the xSeries server. Immediately, the new system was easier to administer, because Shainin was dealing with one server instead of six.

The benefits will multiply as Shainin moves to virtual Linux PCs. Not only is Linux more compact than Windows, Shainin can create different virtual Linux machines that are optimized for specific tasks, such as file and print server, Web server and database server.

“With our current setup, we’ve got six operating system hogs,” Mr. Crabtree comments, “but they’re running very well on the xSeries. When we move to Linux, I cannot imagine how we’ll ever exceed the box’s capabilities.”

IBM Business Partner:	Sytek Services, A Division of DSG
Solutions:	Server Consolidation Using Linux
Servicing:	National
Customer Target:	Cross Industry

## Cutting costs

Moving to Linux will save Shainin \$4,100 every time there is an upgrade to the server operating system, because the company won’t be forced into an unwanted upgrade. Shainin will realize additional savings for applications, for example, when it installs SuSE Open Exchange.

“With our current server, you have to buy the program, and then you have to buy client-access licenses for each user,” Mr. Crabtree explains. “We’re a growing company, so we have to keep buying more licenses. With Open Exchange, your license is based on concurrent users. That reduces our upfront cost greatly.”

Support costs will also fall. Current support costs \$245 per incident. With SuSE Open Exchange, licensees pay a flat annual fee for support and upgrades. “I can feel free to call them at almost any time,” Mr. Crabtree says.

## Improving reliability

Sytek Services created a configuration where every critical component, from power to memory to disk, has built-in redundancy. “We have increased the reliability of our data and applications,” Mr. Crabtree says.

“In my opinion, this puppy does not ever have to go down.”

The new system will be more secure too. “Our users have no idea how many problems I deal with when it comes to our previous operating system and people trying to get into the system,” Mr. Crabtree says. “We need to be better at security and the switch is going to make that happen almost without thinking.”

## Enhancing functionality

Shainin’s consultants will continue to use Microsoft® Outlook for e-mail, contact and calendar management. Open Exchange has a richer Web interface than Exchange Server, Mr. Crabtree says, making it easier for Shainin’s consultants to use other Outlook functions, such as the Journal and Task Manager.

Thanks to the xSeries server’s excellent reliability and Open Exchange’s robust database structure, Shainin’s consultants will always have the IT services they need. “We can open up another level of capability using Outlook as the client software,” Mr. Crabtree says, “but the back end is safer, more reliable and better prepared for disaster.”

For additional information on how **Sytek Services, A Division of DSG** can help your organization, contact us at **866-LNX-SERV** or visit our Web site at **www.sytek-services.com**.