Westcon Group, Inc.

Compaq ProLiant 8500 solutions for Oracle 8i

If you run a world-class business, your company probably enlisted the help of a value-added reseller or systems integrator along the way. These integrators supply hardware, software and networking technologies, constructing unique information systems that move your business forward. But who provides the providers with the equipment they need to build these unique information systems?

Sharpening the reseller's competitive edge is the job of Tarrytown, NY-based Westcon Group, Inc., and they rely on solutions from Compaq Computer Corporation to do the job.

Says Robert Gordon, Westcon Group's director of global information systems: "Since our business is building world-class connectivity and networking systems, we must construct our own infrastructure with world-class solutions. That's why we rely on Compaq and its partners. We expect outstanding performance, reliability, scalability and customer service from Compaq — and we are never disappointed."

What makes it work:

Hardware:

> Compaq *ProLiant™* servers (models 7000, 5500, 6500, ML530 and ML570; plus 8-Way models 8000 and 8500) running Microsoft Windows 2000 Server and Advanced Server and Novell NetWare operating systems

> Compaq Remote Insight Lights-Out Edition (RILOE) boards

> Compaq *StorageWorks™* Enterprise Modular Array 12000

> Compaq *StorageWorks* RAID Array 4100

> Compaq *StorageWorks* Enterprise Backup Solution

Software:

> Compaq *SANworks™* Enterprise Volume Manager

> JD Edwards Idea-to-Action OneWorld enterprise solution

> Oracle8i database running on *ProLiant* 8-Way 8000 and 8500 servers

> Microsoft Windows 2000 Advanced Server

> Novell NetWare operating system

> ARCserve 2000 (Recovery Backup Software)

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Flexible, high-performance, worldwide infrastructure supports fast growth and changing needs

As one of the world's fastest-growing distributors of computer-networking products, Westcon Group provides products and services for voice/data convergence, remote access, e-business computing, virtual private networks, videoconferencing, wireless connectivity and network security. The company maintains data centers in the United States and the United Kingdom, and plans to build another one in Australia. High-end computers such as the Compaq *ProLiant* 8-Way 8000 and 8500 servers are a fundamental part of Westcon's infrastructure. "Compaq *ProLiant* 8-Way servers impress people who didn't think they could still be impressed by a piece of hardware," says Gordon. "Its performance exceeds our expectations." With praise like that, it's no wonder Compaq *ProLiant* servers were recently ranked number one in customer satisfaction over similar systems (survey conducted by Technology Business Research, Inc.).

ProLiant solutions are flexible enough to support a continually evolving Information Technology (IT) strategy. Westcon Group's data centers run the Novell NetWare operating system for file, print services, Novell e-Directory for Global Directory Services and the Microsoft Windows NT and Windows 2000 operating systems for other applications. "The Compaq *ProLiant* platform prepares us for the future, while meeting today's

demands," Gordon continues. "Compaq exhibits great architectural foresight in the way it designs its computer systems."

"For example, one year we may need a single- processor server and the next year we'll need an 8-Way server," adds Jenny Pappas, Westcon Group's vice president of marketing and investor relations. "Compaq supports these changing requirements — and growth of the whole enterprise from top to bottom."

Due to the close development relationship between Compaq and Microsoft, Compaq *ProLiant* servers are certified to reliably run Microsoft's new operating system software as soon as it is released. Westcon was quick to deploy the Microsoft Windows 2000 platform for its enhanced terminal services and increased memory capacity, allowing the company to extend the useful life of its servers. "We are still repurposing servers we bought two years ago, yet they run the latest Microsoft software flawlessly," says Pappas. "No other vendor offers this kind of investment protection —and we looked very hard at the options."

Westcon outfits all of its *ProLiant* servers with Compaq Remote Insight Lights-Out Edition (RILOE) boards to simplify system-administration tasks and minimize on-site visits to remote data centers. Administrators recently remotely upgraded an entire data center to the latest version of the Novell NetWare platform. Using RILOE boards, Westcon performed 80 percent of the upgrades automatically,

"Thanks to the power of our centralized, Compaq-equipped data centers, we can process transactions on a worldwide scale that we couldn't imagine before. Once the international rollout is complete, we'll be able to bring information into one location at corporate headquarters for worldwide analysis of inventory and profitability."

Robert Gordon, Director of Global Information Systems, Westcon Group, Inc.

dramatically reducing travel expenses and freeing up the IT staff to work on other tasks.

Reducing cycle time with global ERP initiative

When it came time to standardize on an Enterprise Resource Planning (ERP) solution, Westcon chose J.D. Edwards' Idea to Action OneWorld Enterprise, a software application highly tuned for the Compaq *ProLiant* platform. The software utilizes an Oracle8*i* database and runs the Microsoft Windows 2000 Advanced Server operating system. Westcon uses Compaq *ProLiant* servers (models ML530 and ML570) to provide Thin Client/ Server support to this ERP system, which gives the company and its partners access to information about customers, equipment prices and sales. "J.D. Edwards, Oracle and Compaq work together to deliver a stable and highly functional platform, which improves our internal operations," Gordon says. "We are very much at the forefront of the Compaq/Microsoft/ Oracle platform. It's well known that Compaq works closely with both Microsoft and Oracle to build a very highly tuned performance synergy." For example, the J.D. Edwards online purchasing module helped Westcon streamline the procurement of capital equipment and supplies. "The OneWorld software reduced our order-cycle time by 3–4 days, enabling same-day and next-day turnaround for internal purchase requests," Gordon says. "Furthermore, our new accounting and budgeting systems reduced the month-end close cycle by an entire week."

Delivering reliability to meet customer demands and ensure revenue

Gordon believes high-availability is the essential requirement for a world-class information system, and it is here that Compaq *ProLiant* equipment really shines. "You can publish all the 'total cost of ownership' metrics you want, but for us there's only one metric that counts: If a key system is down, it costs us $100,000 per hour in lost revenue. In many cases, the initial purchase price for new equipment is insignificant compared to the cost of maintaining and fixing that equipment over time."

To ensure its systems are always available to meet customer demands, Westcon is implementing a Storage Area Network (SAN) based on a Compaq *StorageWorks* Enterprise Modular Array 12000 (EMA12000) system, with Compaq *SANworks* Enterprise Volume Manager (EVM) and the *StorageWorks* Enterprise Backup Solution (EBS) using ARCserve 2000 software from Computer Associates.

"The Compaq *StorageWorks* EBS frees our CPU from data backup loads, while *SANworks* EVM allows us to take archival data snapshots on demand," explains Gordon. "Our Compaq *StorageWorks* SAN will reduce our backup and maintenance window from hours to minutes. This is critical to keeping systems online."

Westcon Group
networking together

Business results:

> *Powers a flexible e-business environment for customers and vendors worldwide*

> *Provides real-time access to information about customers, equipment prices and sales*

> *Delivers the reliability to ensure business systems are always online*

> *Reduces cycle time for purchasing and accounting systems*

> "J.D. Edwards, Oracle and Compaq work well together to deliver a stable and highly functional platform, which improves our internal operations."

Robert Gordon, Director of Global Information Systems, Westcon Group, Inc.

Investment protection

Compaq Enterprise Network Storage Architecture (ENSA) protects Westcon's investment in storage equipment by allowing plenty of deployment options. "We can redeploy our Compaq *StorageWorks* Raid Array 4100 systems as direct-attached storage devices, or add them to the SAN," says Gordon. "There is a great deal of flexibility built into the *StorageWorks* design."

As Westcon continues to expand its data-center operations and deploy modern Web-based information systems, solutions from Compaq and J.D. Edwards will ensure outstanding performance, high availability and long-term investment protection. "Compaq enables our company to flourish in the face of rapidly changing business requirements and wildly fluctuating competitive demands," concludes Gordon. "Compaq and its partners deliver the technology we need to satisfy an extremely knowledgeable and demanding customer base."

About Westcon Group

Westcon Group, Inc., is a global channel provider of networking technology. Through its divisions, Westcon, Comstor and Voda One, the company offers products and services for convergence technology, remote access, Internet and e-business, virtual private networks, videoconferencing, wireless connectivity and network security. Westcon Group, Inc., is located at 520 White Plains Road, Suite 100, Tarrytown, NY 10591-5167; tel.: 914 829-7170; fax: 914 829-7089; www.westcongroup.com.

For more information about Compaq products and services, call 1-800-AT-COMPAQ or visit the Compaq Web site.

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