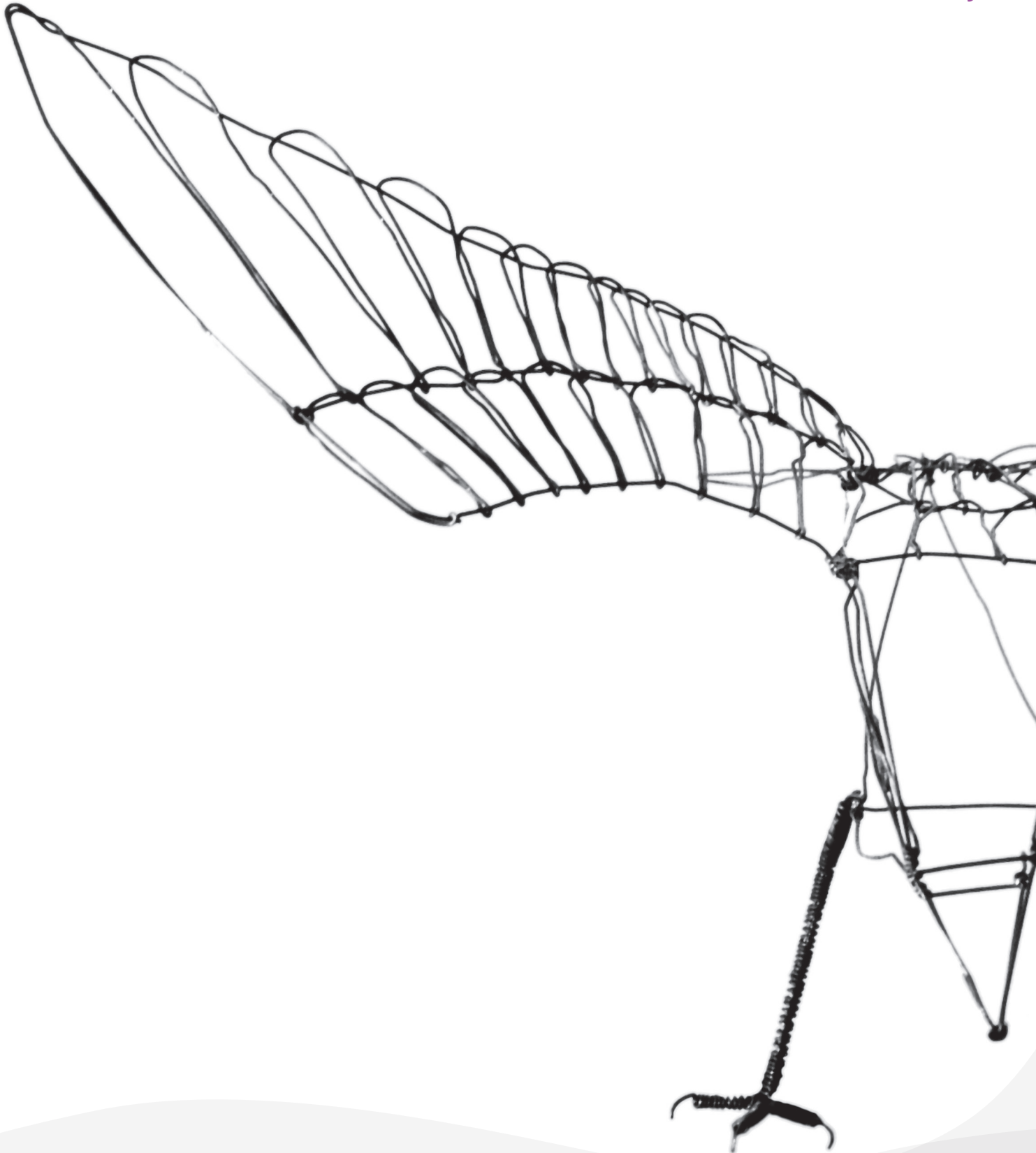




WIREBIRD

C&H (Hauliers) Case Study



C&H (Hauliers):

C&H wanted an IT solution which not only would provide the company with the type of support it needed, but also one that would enable the IT team to spend more time planning and less time firefighting.

Formed in 1960 by Charlie Salzts and Harry Hughes in the East End of London, C&H (Hauliers) started business with six second hand vehicles undertaking general road haulage.

Nearly 50 years on, the company now runs over 70 vehicles and over 200 specialised trailers operating out of depots in Tilbury, Chatham and Felixstowe and has become the leading paper distribution haulier in the UK. With a client base that covers small operators to multi-national blue chip companies, C&H transports in excess of two million tonnes of Forest Products annually.

“The background is that the Charles Gee Group as a whole had ten offices all of which, for historical reasons, were running with different systems,” explains Davinder Singh, IT Technical Manager for C&H. “The business was becoming even more successful and we took on some very large customer contracts, which from an IT perspective meant that we needed to look very closely at certain areas of our support.”

C&H decided to centralise its server traffic flows, which would give the organisation more overall control of its operations. The company also needed a back up system in case of any IT failures, and with viruses becoming more prevalent, a greater level of protection for the system was also required.

“We did initially think about handling this project in stages,” explains Davinder, “however, from a cost and planning perspective, it made perfect sense to do it in one go and stagger the migration of offices rather than functions.

“At the beginning, this appeared to work well for us,” says Davinder. “However, as the business grew, and as we added more and more functionality and put additional pressure on the system, it gradually became slower and slower. By this stage we were securing even more contracts, doing more business, and eventually we realised that we had a problem on our hands.

C&H wanted an IT solution which not only would provide the company with the type of support it needed, but also one that would enable the IT team to spend more time planning and less time firefighting.

The exercise of centralising its servers had taught C&H some valuable lessons. “We learned a lot about what worked and what didn’t and so had a clearer picture and understanding of what we would need moving forward,” explains Davinder. “Above all this included greater overall server stability and improved system performance.”

“The business was becoming even more successful and we took on some very large customer contracts, which from an IT perspective meant that we needed to look very closely at certain areas of our support.”

The Wirebird Effect

C&H contracted Wirebird to implement server virtualisation and storage area network technology. The company invested in high end HP Proliant servers, VMware virtualisation software and NetApp storage to provide a basis for a robust and powerful platform.

The majority of the applications used by C&H were migrated to the virtualisation platform including Microsoft Exchange, Microsoft SQL Server and Citrix XenApp Server.

The systems are hosted at Wirebird's hosting centre and applications are delivered through a Citrix hosted desktop to ten national offices over an MPLS network. "Our introduction to Wirebird came through a timely call from them," recalls Davinder.

"We were already looking at three potential suppliers, but when we spoke with Wirebird we immediately liked what we heard. We paid them a visit and this simply confirmed our interest in their skills and capabilities. Ultimately we chose to proceed with Wirebird because they are a smaller and focused organisation and we would have their full attention, unlike working with much larger suppliers."

"We were already looking at three potential suppliers, but when we spoke with Wirebird we immediately liked what we heard. We paid them a visit and this simply confirmed our interest in their skills and capabilities. Ultimately we chose to proceed with Wirebird because they are a smaller and focused organisation and we would have their full attention, unlike working with much larger suppliers."





WIREBIRD