

Delivering Resilient IT



Abtec cloud provides stable platform for business growth

Established in 1979, Ambrosetti has grown to one of the leading vehicle servicing businesses for fleet operators, manufacturers and car rental companies. Recent growth had begun to stretch its IT infrastructure to its limits. It had several legacy systems residing on hardware that was increasingly difficult and expensive to maintain.

IT resources stretched

As the organisation grew problems became more apparent. Faults were beginning to occur on a regular basis and these were affecting productivity. A

recurring Linux firewall problem, for example, would take down the corporate email and dedicated VPN links between the company and its suppliers. IT problems were increasing the organisation's operational risks too. Although it

had a functioning business continuity plan, it knew its recovery time objectives (RTO) could be improved.

"Our IT was really feeling the strain."

John Line, Project Manager at Ambrosetti, notes "Our IT was really feeling the strain."

A feature that separates Ambrosetti from its competitors is its ability to provide clients with high quality information about processed vehicles. To achieve this efficiently, it needs reliable communications to build an electronic data interchange (EDI).

Based in Sandwich, Kent, Ambrosetti UK Ltd is one of the UK's leading automobile servicing organisations. In its 120 acres of storage and 30,800 square meters of workshops it prepares new and used cars for sale. Working closely with vehicle industry specialists, it processes over 100,000 cars per year.

"Working with Abtec has transformed our organisation."

John Line

Project Manager, Ambrosetti UK Ltd

John continues “Our EDI link was beginning to be compromised. The risk was that if we didn’t do something about our infrastructure our client relationships could be affected.”

This is where Abtec stepped in. Working closely with Ambrosetti’s IT and senior management team, Abtec built an IT strategy that would resolve current issues and provide a platform for future growth.

Cloud strategy

Central to its strategy was the transfer of Ambrosetti’s IT resources into Abtec’s cloud data centre. As Andy Beynon, Abtec Managing Director, points

out “Hosting Ambrosetti’s IT resources in our data centre enables it to focus on running its business, with fewer distractions.” Andy and his team created a three step plan for the strategy. First, upgrading the firewall from

Linux to Abtec’s reliable managed firewalls. This fixed many of the VPN and email problems.

The second step was an upgrade of its wide area network (WAN). Abtec provided a network 10 times faster, with more resilience, and at a lower cost than its current provider.

Step three was the transfer of IT resources to Abtec’s cloud. This was the most complex part of the plan, taking six months to catalogue, prioritise and prepare the resources for transfer. Those resources comprised business critical applications and databases, as well as operational support items and network management tools.

Abtec’s data centre engineers utilised Abtec’s highly resilient IaaS platform, which is built on technology from Cisco, NetApp and VMware. The platform benefits from dual resiliency in a second, remote data centre and a separate Veeam based backup infrastructure, again replicated to a secondary data centre.

Business transformation

The cloud infrastructure has been a revelation for Ambrosetti; as John comments, “Working with Abtec has transformed our organisation. We’ve now got a very robust IT infrastructure and that has rebuilt stakeholders’ trust

Cloud Computing

Cloud computing is the practice of using remote servers, often hosted by a service provider, to process, store and manage data and applications. Used appropriately it should enable businesses to improve productivity, lower running costs and focus more resource on running the company.

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Project Manager, Ambrosetti UK Ltd



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in us.” So much so that employees are now initiating projects to see how new technology can speed up vehicle processing times.

“We’ve been able to allocate more IT resource in developing applications and data for our clients, without worrying about uptime problems. With Abtec’s cloud we know we’ve got high availability.” John continues.

Abtec built the cloud infrastructure using recognised IT standards; another commercial benefit for Ambrosetti. “When bidding for new business we simply pull out the data centre details.” John says “Clients recognise the standards used and understand that EDI links will work smoothly.”

It’s been a long journey, but Ambrosetti now have a reliable, resilient IT infrastructure that supports the business’ ambitions.

“Abtec’s involvement has been critical in this project. We needed someone to help support us through this process and the level of attention we’ve received has been fantastic. Moving your IT is not something you do lightly, and the Abtec team has been there; ready to share ideas, whenever we’ve needed them. I’d definitely recommend them to other businesses.”

We provided

- IT consultancy
- Managed firewalls
- WAN
- Infrastructure as a Service
- Cloud hosting