

# Keeping the Business Online

When CSL Business Machines was let down by its incumbent IT supplier it needed an expert in IT and virtualisation to keep its infrastructure online.

## The Challenge

Midlands based print management business, CSL Business Machines Ltd, relies on its data centre and servers. The company runs bespoke applications that manage its clients' printers and helps them reduce their printing costs. CSL thought its incumbent IT supplier had an adequate business continuity plan should any failures happen in its data centre.

It hadn't, and in 2012 CSL experienced a server failure which took out its data centre for 10 days. This had a significant impact on the business. "This failure cost the business tens of thousands of pounds in revenue." explains Andy Perkins, Director CSL Business Machines, "It was also disruptive and disconcerting for our staff". CSL was disappointed with the support it received from its current IT supplier and decided it was time for a change.



### About CSL Business Machines Ltd

CSL has been at the forefront of copier and printer technology since the 1960s supplying photocopiers to organisations throughout the UK from its Midlands head office. As well as providing printing, scanning and copying hardware, CSL provide services that help organisations reduce their printing costs. These services rely heavily on server applications in CSL's data centre.



## Abtec provided:

- Cisco servers
- Dell SAN
- VMware vSphere
- Veeam back up
- Professional services
- Backup Exec
- Token based support

*“Abtec has restored our management’s and staff’s confidence in our IT infrastructure”*



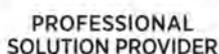
## The Solution

Abtec recommended a number of changes to improve CSL’s IT resilience. Using VMware vSphere, Abtec virtualised its server environment. The team installed a Dell Storage Area Network (SAN) device. Implementing shared storage means that if a single server fails, other servers still have access to that data. Abtec reused some of the existing server infrastructure at one of CSL’s remote premises. Veeam’s backup and replication software enables the daily disk backups to be tested and recovered offsite, even individual files and folders can be recovered very simply.

## The Results

CSL now has an IT environment that is protected against many types of disaster or failure. If CSL experience a server failure, VMware’s high availability feature will migrate its virtual servers to another server in the cluster. The company’s data, which is backed up daily, can be recovered and accessed at a remote site, helping mitigate against the loss of data due to IT failures. Abtec installed its Abtec Network Monitor tool, this service remotely monitors CSL’s Local Area Network and the devices on that network. It identifies possible issues, and notifies both Abtec and CSL, before these issues escalate into problems.

“The biggest benefit for CSL is that our IT backbone can now be restored within a few hours rather than weeks. Abtec has restored our management’s and staff’s confidence in our IT infrastructure” states Andy Perkins. “We chose Abtec as we were impressed with the company’s professionalism and conscientiousness. The company really understands our business and we’ve been delighted with the company’s depth of expertise” Andy affirms.



## About Abtec Network Systems

From its head office in Leicestershire Abtec Network Systems Ltd helps UK businesses get more from their IT budget. The company has over two decades of experience in helping businesses cut their operating costs and achieving their organisation's goals. It is one of a handful of Authorised Partners of BT, one of two Strategic Partners of Virgin Media Business and recently became the only O2 wholesale partner in the East Midlands.

Our partnerships in this project:



For more information about Abtec ring 01858 438 500 or visit [www.abtecnet.com](http://www.abtecnet.com)