

# DELL DELIVERS FASTER

Johannesburg-based company deploys server environment with Dell in less than a week and improves datacentre performance by 300 per cent



For holidaymakers looking for exotic destinations, without the commitment of owning property, time-share is a cost-effective and flexible means of getting away. Firms that manage time-share agreements need a strong IT infrastructure to serve thousands of customers each day and process the many terabytes of data that they generate. Part of Wyndham Worldwide – a Fortune 500 and NYSE-listed company – Group RCI operates all over the world. This means that every day, huge volumes of data – up to 60 terabytes – must be securely moved through the organisation.

#### SOLUTIONS:

- DATA CONSOLIDATION AND MANAGEMENT
- VIRTUALIZATION



#### CUSTOMER PROFILE

**COMPANY:** Group RCI

**INDUSTRY:** Leisure

**COUNTRY:** South Africa

**WEBSITE:** [www.grouprci.com](http://www.grouprci.com)

#### CHALLENGE

Group RCI wanted to make its sales process faster and needed a more powerful and reliable IT infrastructure.

#### SOLUTION

With Dell servers, Dell helped Group RCI build a virtualized environment to handle more than 60 terabytes of data, delivering a faster end-user experience.

#### BENEFITS

##### Get IT Faster

- Servers deployed in seven days

##### Run IT Better

- Databases backed up in minutes, not hours
- Overnight maintenance time cut by 25 per cent
- Customer sales completed 60 per cent faster

##### Grow IT Smarter

- Partnership for future worldwide growth



Peter Oeschger, IT leader at RCI Africa is responsible for initiating overnight maintenance processes and finishing them in time for the next day's business. To improve speed while retaining stability, RCI wanted to upgrade from Microsoft® SQL Server® 2000 to Microsoft SQL Server 2008. Oeschger says: "The databases we use are huge, and we just cannot afford downtime." RCI realised that a more powerful virtualized environment could solve these performance issues and wanted to move its databases onto a mixture of virtualized and standalone servers. When RCI spoke to Dell about its requirements, it was impressed with the price-performance ratio of the technology, plus the service and support offered. Specifically, Dell was able to deliver and deploy technology much faster than competitors and its longstanding association with Microsoft and experience of working with Microsoft technologies was convincing.

RCI took 30 Dell™ PowerEdge™ 2950 servers, each with two Intel® Xeon® 5400 Processors. These are used for the company's in-house applications and some databases. However, the bulk of the data handled is processed by four virtualised Dell PowerEdge R900 servers with Intel Xeon 7400 Processors and 32 gigabytes of RAM. RCI chose Dell PowerEdge servers for their manageability and external displays, but most of all for their processing power. RCI uses Dell OpenManage™ Systems

Management 5.0 software in combination with Microsoft System Center Operations Manager 2007 to administer the servers.

The Dell PowerEdge 2950 servers run Hyper-V™ virtualization software – chosen because of the company's long-term investment in Microsoft technology – creating 150 virtual servers that can be assigned as needed. RCI already had some storage, but took two Dell PowerVault™ DP500 drives and a Dell MD3000 disk array linked to a Dell PowerVault MD1000 direct attached storage array.



## “HYPER-V RUNS REALLY WELL ON THE DELL HARDWARE. THE PRICE-PERFORMANCE RATIO ON THE HYPER-V VIRTUALIZATION SOFTWARE MADE IT THE OBVIOUS CHOICE FOR US.”

Peter Oeschger, IT leader, RCI Africa

### HOW IT WORKS

#### HARDWARE

- Dell™ PowerEdge™ 2950 servers with Intel® Xeon® 5400 Processors
- Dell PowerEdge R900 servers with Intel Xeon 7400 Processors
- Dell PowerVault™ DP500 drives
- Dell PowerVault MD1000 direct attached storage array
- Dell PowerVault MD3000 disk array

#### SOFTWARE

- Dell OpenManage™ Systems Management 5.0
- Microsoft® System Center Operations Manager 2007
- Windows Server® 2008
- Hyper-V™
- Microsoft SQL Server® 2008

#### SERVICES

- Dell Deployment Services
- Dell ProSupport Services

Dell servers are designed with snap-in functionality for speedy implementation, so it took Dell just one week to source, set up and deploy the hardware in RCI's datacentre in Johannesburg. Oeschger says: "Hyper-V runs really well on the Dell hardware. The price-performance ratio on the Hyper-V virtualization software made it the obvious choice for us."

#### SERVICES ORDERED, DELIVERED, CONFIGURED AND DEPLOYED WITHIN A WEEK

With thousands of bookings processed every day, it was imperative that the environment was implemented as quickly as possible. It took just one week from the client placing an order, to the complete set-up of the infrastructure. Dell Services worked with the client to install Hyper-V virtualization software and it took just 28 minutes to install Windows Server® 2008 and

Microsoft SQL Server 2008 on each machine. This saved RCI both time and money. Speed was critical to the project's success. Dell said it could complete everything within a week and delivered on that promise.

#### A TESTED PLATFORM FOR MICROSOFT TECHNOLOGY

It was important to RCI that different Microsoft applications, from Hyper-V to Microsoft SQL Server 2008, could be set up to be deployed quickly, working seamlessly on the Dell servers. For example, RCI uses Microsoft System Center Operations Manager 2007 together with Dell OpenManage, which provides better control of the IT environment by automating routine and redundant tasks, with intelligent reporting and monitoring.

**“TO GO FROM OVER THREE HOURS TO SIX MINUTES TO BACKUP OUR DATABASES IS EXTRAORDINARY. THE DELL POWEREDGE 2950 SERVERS AND INTEL XEON 5400 PROCESSORS WORK FANTASTICALLY WITH MICROSOFT SQL SERVER 2008.”**

Peter Oeschger, IT leader, RCI Africa

**DATABASES BACKED UP  
97 PER CENT FASTER**

It's in the day-to-day processes that the speed of the environment is most obvious. The connectivity between the PowerEdge servers running Microsoft SQL Server 2008 and the PowerVault storage arrays means that the client saves three hours each time it backs up its databases, a process that now takes no more than six minutes. Oeschger says: "To go from over three hours to six minutes to backup our databases is extraordinary. The Dell PowerEdge 2950 servers and Intel Xeon 5400 Processors work fantastically with Microsoft SQL Server 2008."

With more powerful servers, RCI has been able to rebuild its business intelligence tools

and the company now makes more of its data, improving business forecasting.

**For more information on this case study or to read additional case studies, go to [www.dell.com/casestudies](http://www.dell.com/casestudies) and [www.dell.co.za](http://www.dell.co.za)**

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