

Westland Set to Embrace a Future of Global Opportunity

industry:

Consumer Goods and Products

country:

New Zealand

business challenge:

Westland wanted to grow its business to capitalise on global opportunities. Its existing infrastructure didn't afford it the flexibility to pursue this vision

solution:

A new storage solution that 'future-proofs' Westland by providing it with flexibility to expand, refresh its systems and acquire other companies without having to constantly reinvent its IT architecture

services:

Planning and deployment services for data centres

results:

- Vastly improved e-mail archiving
- Westland was able to install a new ERP application without needing to invest in additional equipment
- Westland is equipped to explore acquisition, expansion and vertical integration opportunities, safe in the knowledge that the new architecture will fully support its ambitions

Executive Summary

In an ever-changing global environment, Westland, a leading dairy company, believes it needs to be able to respond quickly to new opportunities. **This calls for a robust IT infrastructure that gives it the flexibility to expand** – as opposed to a rigid framework that holds it back. **Dimension Data designed and built a storage solution that allows Westland the flexibility to expand without needing to constantly reinvent its IT architecture.**

Client Overview

Westland Milk Products is at the forefront of the milk processing industry. It produces an extensive range of items from standard milk powders and butter through to highly complex nutritional and bioactive products, both for domestic and export markets. With ongoing technology upgrades, Westland's facilities are leading edge. It also has advanced laboratories, where a dedicated team of scientists works constantly to refine its product range. With renowned products and rigorous research and development systems, Westland is ideally placed to expand and capitalise on the growing global dairy trade.

Business Challenge

Westland has already identified several expansion opportunities. However, an important precursor to growing its business is a robust and flexible IT infrastructure.

Darren Wilson, Westland's Information Systems and Technology Manager, explains:

"We've always had our servers based in Hokitika. But we decided that our existing infrastructure wasn't going to support us going forward. We were also growing into a true multi-site environment and, as you know, Christchurch has had its fair share of challenges in the last twelve months. This meant things started to float to the top of our risk register that may not have been there previously. We started to look at how we would design a disaster recovery environment to ensure continuity of IT services if our main site was adversely impacted in some way."

The Way Forward

Westland issued an RFP that covered three key objectives: an IT refresh, a new disaster recovery framework, and ongoing support, so its internal team could focus on growing the business.

Solution Delivered

Once the tender process was complete, Westland selected Dimension Data.

"We liked Dimension Data's pragmatic solution," Wilson says. "The team looked at our requirements in a practical manner, and helped us to see how we could achieve what we wanted at a price point we could afford. It had a clearly articulated vision for our infrastructure over the next five years, and an awareness of where our business wanted to go."

“We’ve enjoyed working with Dimension Data. The organisation employs seasoned technical experts and there is a great depth of experience within the team we’re working with. **The solution has given us the confidence and the headspace to feel that we’ve got an infrastructure in place that can support the ambitions of the business.”**

Services Provided

Dimension Data installed an IBM Storwize V7000 storage solution at Westland’s Hokitika site, along with a new VMware cluster based on the IBM x3650 server. The virtualisation capabilities of the IBM V7000 provide the agility and scalability that Westland will find vital in achieving global growth.

Westland’s existing IBM system has been moved across to a data centre in Christchurch, where it acts as a recovery point.

Value Derived

The new system is already delivering impressive results.

“An immediate benefit was streamlined e-mail archiving, which forms part of the Dimension Data solution,” says Wilson. “We’re also planning to deploy a new ERP system, a task that should be relatively seamless, as we’ll be able to install it without needing to invest in additional infrastructure.”

Differentiators

It was important to Westland that it selected a supplier that would also act as a long-term partner.

“We’re working through Dimension Data’s service catalogue to establish what we need to keep our momentum strong. That also formed part of our RFP – while we needed a provider for the immediate project, we also needed to assess its capability to deliver ongoing support, and to provide us with the skills-set that we’ll need over the next three to five years. Dimension Data’s service catalogue is well-defined and well-articulated in terms of what services the organisation can provide, whereas some of the other vendors were somewhat vague.”

