Case Study

Name: Shoreline Housing
Location: Grimsby
Industry: Social Landlord
No. of Employees: 230
Annual Turnover: approx. £32m
Established: 2005

"The Shoreline IT team had the capability and knowledge required for managing the data centre upgrade but this was greatly enhanced and supported by Nviron. The Nviron engineer and project manager worked well with the Shoreline project team. The project was a success. It was delivered easily within project timescales and within budget constraints. We were also able to purchase an additional node within project budget"

Paul Griffin
Head of ICT

"We saw impressive performance improvements across the board, the highlight being the reduction in run-time of a previously lengthy batch process from 90 minutes to 20 minutes".

Sterling Hutchinson
Senior Technical Support Engineer

Shoreline Housing transform IT services through new Hyper-converged infrastructure to increase efficiency, expand digital footprint and create a platform for future growth

- **Reduced batch processing times by 78%**
- **Improve back up times by 25%**
- **30% consolidated software licence savings**

About Shoreline Housing

Shoreline Housing is the area's largest provider of affordable housing, owning and managing nearly 8,000 homes across North East Lincolnshire. With values of customer focus, performance, innovation, leadership, diversity and equality its vision is to create homes and supporting communities to be proud of. With heavy regulation to ensure it meets performance standards in an increasingly competitive market, it is also involved in a merger with another housing association to create a Lincolnshire social landlord of approximately 13,000 properties.

Case Study

Challenges and objectives

Shoreline had ambitious plans to deliver new and improved customer services and pursue a more digital agenda to gain greater front and back-office efficiencies. Whilst under tight budget constraints, they knew that their Disaster Recovery (DR) Data centre would inhibit achieving this. Equipment was exceeding end of life which presented operational difficulties and was not viable for further investment. Shoreline took the opportunity to repurpose their existing 3yr old production data centre and replace it with a new hyper-converged solution.

The solution and selection process

As a forward-thinking IT team and with VSAN technologies more mature, the team looked at hyper-converged solutions to move away from traditional forklift upgrade processes and be able to expand as the business grows. After a highly competitive 'Tender' selection process Shoreline chose Nviron because they most accurately interpreted its application processing requirements; provided choice and thought-leadership with a solution which exceeded the technical imperatives; were very price competitive and took into consideration the internal team's existing VMWare skillset.

- Shoreline felt Nviron listened. Were thorough in their discovery questioning and fully understood the business and technical requirements.

- Nviron's solution matched all Shoreline's requirements – it was neither at the lower-end to win on price or at the higher-end to sell more products and services.

- Shoreline viewed Nviron as a trusted partner and this was reflected during the pre-sale, delivery and post-sale activities

- Nviron has a strong Dell partnership and are a prominent solution provider in the industry.

Other key factors in the decision-making process were:

- Less equipment required and reutilisation of other assets

- Simplified switching

- Reduced power requirements

- New 5 year warranty support

The implementation process

With newer technology, an experienced Shoreline infrastructure team and a Senior Nviron engineer, the implementation process matched expectations, and was delivered ahead of schedule and under budget. Other key outcomes included:

- No system downtime during business hours

- Shoreline were able to 'bank' unused project days.

- Licensing issues were quickly resolved by Nviron.

- Shoreline had full confidence in the Nviron engineer and project manager.

Case Study

Business benefits of the solution

• Significant performance improvement on the
  generation and delivery of Management information
  on 8,000 properties.

• Improved response time on 'published' corporate
  apps for employees.

• New projects can be created and delivered
  more quickly

• Enhanced the digital roll-out of services
  to customers.

• The improved performance has enabled Shoreline
  to extend business processing operations, with the
  scope to switch from weekly to daily production.

• Transition from a CAPEX to an OPEX model.

• Reduction in support and licensing costs.

Future growth

• Future proof and easily expandable IT infrastructure
  to meet ambitious plans post-merger.

• New projects will be quicker to start with the
  OPEX model.

• The solution has provided confidence to virtualise
  the telephony system.

Solution

5 Dell vSAN Ready Nodes based on
Dell PowerEdge R730xd and 2 Dell
S4048T 10gbps switches delivering
140ghz of CPU, 960GB of RAM and
32TB usable storage.

Dell PowerEdge R730xd

Single Xeon e5-2660

192gb RAM

2 x 400gb SSD

12 x 1.2TB 10k SAS

1 x DP 10g + DP 1g Base-T NIC

1 x DP 10g Base-T NIC

1 x QP 1g Base-T NIC

"Nviron were enthused about the project
from the outset and the opportunity
to design, supply and configure an
outstanding and transformative
Datacentre upgrade based on leading Dell
PowerEdge vSAN Ready Node technology."

Jason Williams
Nviron Advanced Infrastructure Manager