Wincanton puts aside costly investment thanks to Silverstring

Logistics provider replaces obsolete data management solution after seeing the flexibility of Silverstring

Wincanton is a leading third party logistics and supply chain provider with over 200 sites and a fleet of 3,600 vehicles operating across the UK and Ireland. It employs approximately 18,000 people and serves a broad range of sectors, from defence to milk, retail, energy, consumer goods and construction across 13 million square feet of warehousing.

Headquartered in Chippenham, Wincanton's services cover the full spectrum of supply chain activities and are tailored to fit the individual needs of each of their clients, with technology being a key differentiator in the value proposition

The Challenge

For a company of this size and diversity with such a dependency upon technology, it was imperative that the Confidentiality, Integrity and Availability of data in the successful delivery of our customer and corporate commitments was at the forefront of the IS strategy. On a good day, according to Phil Long, Technical Services Director of Wincanton, his confidence of being able to offer a guaranteed ability to recover data was low with an estimated 80 per cent success rate, though this fluctuated greatly from day to day and was also dependent upon a diverse array of systems and solutions. This was because the company was saddled with an obsolete legacy Tivoli Storage Manager (TSM) infrastructure, the predecessor to the IBM Spectrum Project.
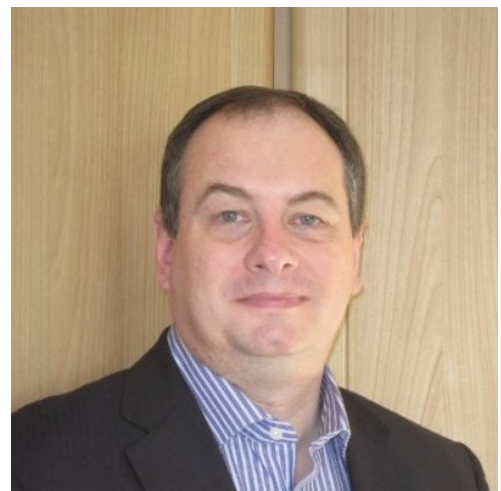
The integrity of this aging infrastructure was a major concern. As it was poorly maintained, and didn't provide Wincanton with any data compression functionality, the company's storage had become bloated with multiple versions of the same data.

"From an IS perspective, the organisation was unacceptably exposed to an ever increasing risk profile and it was evident that it was without a clear Backup and Archiving strategy," said Long. "The

management tools we were using were completely inadequate for what we needed. The solution we were using was a one-size-fits-all solution, but there was a growing need for the ability to tailor the service catalogue in terms of bronze, silver and gold classification."

Wincanton's list of data management needs were similarly extensive. It required a solution that would help it achieve improved governance, transparency and backup of its data storage systems, as well as the ability to perform proactive predictive analytics around event management.

"In addition to simplifying the enterprise, one of the required outcomes was the ability to create a service catalogue," said Long. "As a third-party logistics provider, customers entrust us with their business and it is important that we can associate the consumption and associated costs of valuable resources against each customer solution backed by guaranteed service levels. "

Chargeback Groups

Distribution			
PROTECTION			
GOOD 94%		ISSUES 6%	
DATA STORED			7.6 TB
BACKUP 7,746 GB	ARCHIVE 0 GB	OTHER 0 GB	
DATA TRANSFERRED			314 GB
IN 314 GB		OUT 0 GB	
VITAL STATS			
AGENTS 20	SESSIONS 38	DURATION 4h 31m	SCHEDULES 61
INTERNAL CHARGES			
AVG LAST 6 MONTHS £ 5,942.74		LAST INVOICE £ 5,942.74	
OPEN REQUESTS			11
REJECTED 13	PENDING 8	APPROVED 5	

Retail			
PROTECTION			
GOOD 100%		ISSUES 0%	
DATA STORED			7.5 TB
BACKUP 7,665 GB	ARCHIVE 0 GB	OTHER 0 GB	
DATA TRANSFERRED			402 GB
IN 402 GB		OUT 0 GB	
VITAL STATS			
AGENTS 11	SESSIONS 78	DURATION 3h 21m	SCHEDULES 77
INTERNAL CHARGES			
AVG LAST 6 MONTHS £ 13,092.00		LAST INVOICE £ 13,092.00	
OPEN REQUESTS			2
REJECTED 2	PENDING 2	APPROVED 0	

Online			
PROTECTION			
GOOD 67%		ISSUES 33%	
DATA STORED			14.8 TB
BACKUP 15,141 GB	ARCHIVE 0 GB	OTHER 0 GB	
DATA TRANSFERRED			41 GB
IN 39 GB		OUT 3 GB	
VITAL STATS			
AGENTS 23	SESSIONS 45	DURATION 1h 50m	SCHEDULES 3
INTERNAL CHARGES			
AVG LAST 6 MONTHS £ 1,041.31		LAST INVOICE £ 1,041.31	
OPEN REQUESTS			0
REJECTED 0	PENDING 0	APPROVED 0	

The Solution

Looking for the best system possible, Wincanton conducted a competitive process between potential solutions. The company narrowed down the possibilities to two solutions, which both utilised the IBM Spectrum Protect and were very similar in a practical sense.

"The differentiator between the two companies was the level of flexibility in Silverstring that the other company didn't offer in their own solution. They put some highly capable people in front of us, but more importantly, right from the onset, Silverstring went to great lengths to understand what we were trying to achieve. Rather than simply trying to sell me a new technical platform, they listened very carefully and understood the business outcomes that we were trying to achieve."

CASE STUDY **WINCANTON**

The Benefits

As Wincanton began implementing Silverstring, Long says the company saw the benefits of the new infrastructure almost immediately, gaining new insights as its legacy applications were migrated into the new system. The flexibility of Silverstring, its ability to interpret data efficiently and the overall simplicity of its data analysis features resulted in the improved governance and data transparency Wincanton was hoping for. The ability to perform predictive analytics around event management also allowed it to be more proactive.

Along with helping Wincanton achieve its long-term goals, Silverstring also presented the company with an immediate cost-avoidance. One of the many new insights Silverstring provided was a clear view of duplicate data stored on Wincanton's systems. The IT team found that, for example, there were 32 copies of the same Domino data stored on the system. Wincanton was already planning to invest in a new disk for its storage environment, and was expecting to spend £80,000 to do so. By identifying and deleting these duplicates, the company found that the costly new investment was entirely unnecessary.

Going forward, with Silverstring now fully implemented, Wincanton plans to use Silverstring more extensively, having seen the value that a data protection service can bring to logistics.