



CHALLENGE

Aquatics technology supplier Eheim's previous servers had reached the limit of their performance, were obsolete and no longer scalable. Before implementing a new enterprise resource planning (ERP) system and financial accounting software, Eheim had to bring in new server and storage infrastructure for enhanced power and simplified data management.

SOLUTION

Hardware:

- Dell™ PowerEdge™ 6650 servers
- Dell™ PowerVault™ 220S storage system

Software:

- Microsoft® Windows™ 2000 Advanced Server
- Oracle® 9i database
- SUSE Linux

Services:

- Assessment, design, implementation
- Data Migration
- Enterprise Gold Support

BENEFITS

- Dell™ responds quickly to queries, high availability, a single point of contact
- Optimised data storage and archiving
- High-performing computer systems
- Excellent service and support
- Outstanding value for money

Aquatics technology supplier updates servers for reliable, robust infrastructure

Eheim chooses Dell™ services and technology and significantly boosts systems performance and reliability

When worldwide supplier of aquarium technology Eheim wanted to update its software systems, it realised that its existing hardware was a hindrance. Eheim wanted to implement an enterprise resource planning (ERP) solution from Oracle®, a Linux operating system and a new financial accounting software called FIBU. However, the existing hardware infrastructure was obsolete, lacked power and was unable to support the new applications. Thus, the company removed any hardware equipment that no longer performed satisfactorily from its data processing centre.

Uwe Hörburger, IT co-ordinator, Eheim says: "The computers just had to go because they were too old and not powerful enough. What's more, we weren't able to upgrade them in preparation for the impending introduction of Oracle® and Linux."

The company engaged trusted supplier Dell for a new, powerful server infrastructure, to provide reliability and scalability and a new storage solution to simplify data management.

Dell Services implemented Dell™ PowerEdge™ 6650 machines, equipped with four processors providing 8 gigabytes of random-access memory (RAM) each. This provided the company with sufficient computing power to support future growth.

The financial accounting server runs on Microsoft® Windows™ 2000 Advanced Server and an Oracle® 9i database, both of which were installed by Dell. The ERP solution was installed on



another Dell™ PowerEdge™ server, which operated SUSE® Linux operating system. Dell Services installed the operating system and configured the system exactly to Eheim's specification, as well as implementing all the necessary drivers and configuring the network.

Dell also assisted with data migration and system performance analysis. A Dell™ PowerVault™ 220S network attached storage (NAS) system was also implemented to further optimise data storage and archiving.

Why Dell?

Dell servers provide powerful systems designed to support future growth. Hörburger says: "We were looking for machines with lots of power. We achieved this objective by partnering with direct supplier Dell, which we selected, among other reasons, because of the excellent value-for-money aspect and the outstanding support."

“Dell Services was also crucial to accomplishing the project. Dell provided an end-to-end solution, single point of contact for project management as well as consulting, installation and support.”

— **Uwe Hörburger**, IT co-ordinator, Eheim

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Reliable Technology

Thanks to the new technology, Eheim has greater confidence in its infrastructure and its capacity to support mission-critical operations.

Hörburger says: “Our ERP system is the heart of the company. Any outages would be very serious indeed. However, there aren’t any worries about a worst case scenario. That’s because the Dell™ PowerEdge™ servers work reliably and as expected without any signs of malfunction.”

Premier Support

Even in an emergency situation, the company is well prepared due to Dell’s excellent service. Hörburger says: “A quick phone call and help is already on its way.”

To give it greater confidence should a problem occur, Eheim receives Dell Enterprise Gold Support, which is tailored to meet the company’s needs. It ranges from simple services to complex, business-critical support. This includes direct IT department support, a central and single contact person, remote monitoring of the system at the customer’s end, as well as remote storage and software support for operating systems.

A Strong Relationship

Eheim is particularly pleased with the high-quality and simplicity of its communication with Dell™. Hörburger says: “We have always had positive experiences with Dell. Its people react quickly to queries and offer us everything we need including a single point of contact, high-performing computer systems and excellent service and support — all at outstanding value for money.”

Future Plans

It’s not surprising that Eheim has firm plans to work with Dell in the future. For instance, in collaboration with Dell, the company is hoping to migrate its IT infrastructure to Microsoft® Windows Advanced Server.

Easy as



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