

# BUILD TIME 50 PER CENT FASTER

Software development company accelerates development time with consolidated infrastructure



South African software development company Korbitec provides search and document automation software to conveyancing customers throughout the country. These customers expect Korbitec software to provide quick and easy access to legal information whenever they need it.

#### SOLUTIONS:

- BACKUP, RECOVERY AND ARCHIVING
- CONSOLIDATION
- VIRTUALIZATION



#### CUSTOMER PROFILE

**COMPANY:** Korbitec

**INDUSTRY:** Technology

**COUNTRY:** South Africa

**FOUNDED:** 1976

**EMPLOYEES:** 330

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

#### CHALLENGE

Korbitec found that its existing infrastructure was becoming increasingly difficult to manage. The company wanted to make more effective use of its resources and improve uptime to maintain its competitive edge.

#### SOLUTION

After evaluating the marketplace, Korbitec chose Dell to project manage and implement a consolidated infrastructure with a new virtual environment and storage solution

#### BENEFITS

##### Get IT Faster

- Single point of contact ensures a smooth-running project
- Comprehensive project management and training services simplify implementation

##### Run IT Better

- Standardised environment results in improved performance
- Developers can perform development and quality assurance in an environment that mirrors the production environment

##### Grow IT Smarter

- System can be expanded rapidly in response to changing business requirements
- High-performing technology reduces build time for developers by 50 per cent

The Dell logo, consisting of the word 'DELL' in a stylized, bold font inside a circular emblem.

Elton Oosthuizen, technical operations manager, Korbitec, says: "The conveyancy process in South Africa can be complex and unreliable. We offer a guarantee to our customers that they will be able to access data quickly and easily. Any downtime essentially results in a loss of revenue for us. If our customers can't use our systems, they can't perform vital transactions and we lose money."

Korbitec found that its legacy previous architecture was suffering from server sprawl and becoming difficult to manage. It also realised that it was not making the most of its existing infrastructure. Oosthuizen says: "The majority of our resources were under-utilised. We had invested a lot of money in redundancy so we had a number of duplicate servers.

"With an extra server being used to back up each server in use, employees were wasting valuable time and money managing our IT environment rather than concentrating on more strategic activities. We wanted to replace our infrastructure with a more efficient, scalable solution without compromising on uptime. Availability was a must for our new, simplified environment."

Korbitec had an existing relationship with Dell and, after evaluating the marketplace, decided to continue the partnership. Oosthuizen says: "Dell offered a customised, cost-effective solution and we knew the high level of service we'd received based on past experience."



## **"WITH OUR SIMPLIFIED INFRASTRUCTURE, WE ARE MAXIMIZING OUR RESOURCES, WHILE BEING MORE FLEXIBLE TO THE CHANGING DEMANDS OF OUR BUSINESS."**

Elton Oosthuizen, technical operations manager, Korbitec

### **HOW IT WORKS**

#### **HARDWARE**

- Dell | EMC CX320 SAN storage array
- Dell™ PowerEdge™ 2950 servers
- Dell PowerVault™ ML6000 LTO4 tape library

#### **SOFTWARE**

- VMware® ESX server software
- CommVault back-up software

#### **SERVICES**

- Dell ProSupport for IT
- Customer Training and Certification
- Enterprise Support Services
- Dell Infrastructure Consulting Services (ICS)
  - Server consulting
  - Storage consulting
  - Virtualization

### **TAILORED SOLUTION MEETS EXACT REQUIREMENTS**

After a thorough examination of the company's needs, Dell designed a new infrastructure to improve performance across the company.

As well as providing a new Dell | EMC CX320 SAN storage array, Dell PowerEdge™ 2950 servers, Dell PowerVault™ ML6000 LTO4 tape library, VMware virtualization software and secure CommVault back-up technology, Dell also designed and project managed the entire implementation.

Oosthuizen says: "The new solution has improved every area of our infrastructure.

Our IT environment is now scalable, available, high-performing and easy to manage. After following Dell's advice to standardize and consolidate our environment, we are using our technology to its full potential."

After deploying the new technology, Dell trained Korbitec staff and provides ongoing 24/7 support. The IT team also benefited from knowledge transfer during the deployment process. With a dedicated account manager and support team on hand to respond to any Korbitec queries or problems, the company can be confident that its issues will be resolved quickly and effectively.

# “IN THE PAST, IF OUR SERVERS WENT DOWN, IT WOULD TAKE HOURS TO GET THEM BACK UP AND RUNNING. NOW, IT TAKES A MATTER OF MINUTES.”

Elton Oosthuizen, technical operations manager, Korbitec

## NEW INFRASTRUCTURE ENSURES HIGH AVAILABILITY AND SIMPLIFIED OPERATIONS

Korbitec considers uptime to be one of its unique customer selling points. The company's new technology infrastructure can now support enhanced availability around the clock. Oosthuizen says: “In the past, if our servers went down, it would take hours to get them back up and running. Now, in the event of a server failure, recovery would be measured in minutes rather than hours. That has a direct effect on our bottom line.

“The new virtualization solution has also helped us to simplify operations across the board. Without wasting time on server management and administration, we can be more responsive to customer demand, while maximizing our server resources. We can also be confident that our infrastructure can scale to accommodate future growth.”

## STANDARDIZED INFRASTRUCTURE RESULTS IN IMPROVED PERFORMANCE

With a consolidated server infrastructure, Korbitec is making more effective use of its resources. Oosthuizen says: “Now if we're rolling out a new system, we don't have to spend time and money installing new machines – we just create some space on one of our virtual servers. As a result, we can react more quickly to any issues. In fact, we've seen dramatic performance improvements. We've cut down developer build times by around 50 per cent.

“With improved performance across the business, we can get products out to market more quickly and offer customers a wider range of services. In addition, our staff can

spend more time creating innovative solutions rather than managing complex legacy technology. With our simplified infrastructure, we are maximizing our resources, while being more flexible to the changing demands of our business.”

## DEDICATED SUPPORT PROVIDES PEACE OF MIND

Korbitec chose to take advantage of the Dell ProSupport for IT offering. This provides complete peace of mind, with a technical account manager available 24 hours a day, seven days a week, as well as post-incident reporting. With Dell's unique approach to solving customer issues, Korbitec also has round the clock access to Dell analysts as well as engineer-level support from partners, including EMC, Commvault and VMWare. If the issue is serious, Dell provides an onsite technician on the same day.

Oosthuizen says: “When you're investing in a new infrastructure, it can be difficult if you don't have much experience of the technology being deployed. The fact that Dell provided us with training, along with a single point of contact throughout the project and 24/7 support, means that we have the confidence we need to make the most of our new environment.”

**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.za](http://www.dell.za)**

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