

Solutions delivered with a smile...



Retail Case Study Series

Officers Club.

“ C24's hosting facilities are first class, with resilience and security being key to the design of the premises and solutions offered. We certainly look forward to a long and happy partnership.”

Davey Dixon, Head Of IT, Officers Club

Overview:

Name:

The Officers Club

Area Of Operation:

Retail

Number of Outlets: **110**

Business Issues:

Application availability

secure hosting

business class service

Key Benefits:

Full fault tolerant N+N environment

Fully resilient network

Two power connections to national grid

99.9 % application delivery

Client Overview

The Officers Club is a leading men's fashion retailer based throughout the UK with 110 stores nation wide and growing. They have seen substantial challenges, both internally and in the economic environment which they have overcome, and are on track with an aggressive growth strategy. This strategy will see them firmly established as one of the high streets' most recognisable retail brands.

Business Issues

The Officers Club utilise a software solutions that enables them to have bi-directional communications between all of their 110 stores across the UK. It is imperative that all the stores are able to constantly communicate as the solution managers many of the operational costs. As the application was so important to The Officers Club, any communication issues were business critical; especially if for a prolonged period, or at strategically important times. The solution and its availability as stated, was seen as business critical and it was felt that the existing infrastructure and location was not conducive to an operation of the scale of The Officers Club.

Officers Club.



TFM Networks are the MPLS network supplier to The Officers Club and suggested that they speak to C24; an application delivery specialist who operate their solutions out of a Tier IV data centre; one of only two in the UK.

After various meeting to discuss issues and to view facilities, The Officers Club decided to engage with C24 to deliver this critical application.

The Solution:

C24 recognised the importance of the solution to the smooth running of The Officers Club retail operation, so a strategy was put into place to de-risk the move from the incumbent. A C24 consultant visited the existing hosting site to take an image of the solution; which was running on legacy architecture. Once the image was taken, this was then uploaded onto the C24 resilient virtual platform. A number of stores logged into the solution to test for any communication or software issues; as expected all was fine and the solution was fully functional.

It was decided that the full migration was to be done two weeks later over a period of 1 day. All store information was fully updated prior to the move and all managers were informed that the solution would not be available on that day.

Again a full image of the original server was taken, and this was then sent down to the C24 hosting centre to be placed into The Officers Club's virtual environment. After the server was up and running, the MPLS traffic was routed to the C24 hosting centre, once this was done communication was sent to all stores to attempt to log on. This was successful and all store were immediately able to start normal operations.

The solution provided by C24 enabled The Officers Club to benefit from, fully resilient virtual server environment, full fault tolerant N+N environment, multiple communication links, fully resilient power connected to the national grid via two 11kv connections with generator back up and a back-up solution in case of server or software issues. Basically we deliver **total piece of mind**.

What the client says:

Davey Dixon Head of It for The Officers Club was thrilled with the solution and the way that C24 managed the transition from his incumbent supplier he stated " *Their physical hosting facilities are first class, with resilience and security being key to the design of the premises. We certainly look forward to a long and happy partnership*"

If you require further information about the range of solutions offered by C24 please feel free to contact us on the number below or go to our website;
www.c24.co.uk



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