

Thirdware consolidates multiple QAD Instances without business downtime

COMPANY

Rockwell Automation is a global leader in the areas of industrial automation controls and information solutions. Rockwell Automation operates in 80 countries around the world and in all continents.

CHARTER

Rockwell decided to consolidate all its Asia Pacific QAD Infrastructure into its Milwaukee Data Center. This involved consolidating 13 QAD Instances hosted in 9 Servers serving 13 markets. All these servers were hosted and managed locally till the consolidation exercise. The objective of the consolidation was to serve the business through better infrastructure, retire aging servers, reduce infrastructure and support cost.

Thirdware was selected as the sole vendor for the QAD Infrastructure consolidation.

CHALLENGES

Thirdware Consolidation Team conducted in depth session with Business and IT (Local and Central) and Project Management Team for impact assessment. The following key challenges were identified.

Infrastructure:

- Server would be located in a centralized data center in Milwaukee. WAN Latency could result in performance issues
- Managing different versions of Progress and Mfg/Pro Service Packs in one server would be a challenge
- If the server is down, it would affect multiple sites in a consolidated environment
- Customized programs wherein hard coding of IP addresses and directory structures is done will have to be modified to make it work in the consolidated environment.
- Interface scripts wherein hard coding of IP addresses and directory structures is done will have to be modified to make it work in the consolidated environment
- Identify the right customized source codes for migration to consolidated environment.
- There are some compiled custom codes (.dot r) for which the source is not available in the server

Business:

- Data transfer cannot be done over network due to huge size of databases
- Data transfer and load to be done with no business downtime
- Since QAD interfaces with many other solutions, there should be no impact to month close and other critical processes, post consolidation



Company
Rockwell Automation

Location
Asia Pacific

Industry
Industrial Automation and Controls

Solution
QAD eB
Progress 9.1D

Platform
HP

Hosting
Milwaukee Data Center

No of Countries
13

No of Concurrent Users
450

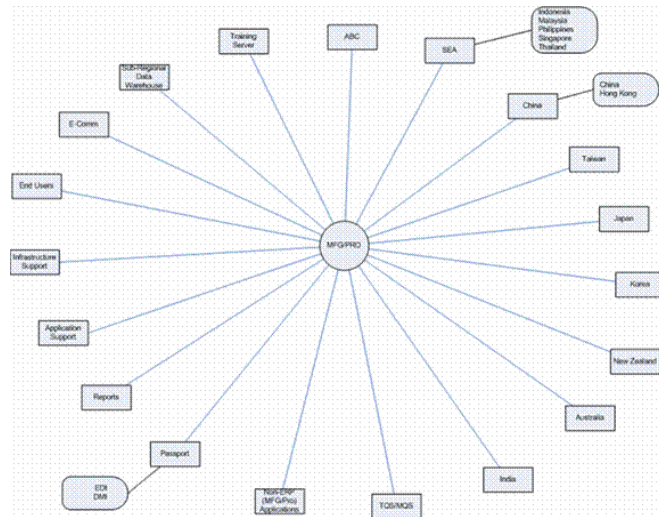


SOLUTION

Thirdware Consolidation and Rockwell Consolidation Teams decided on a pilot and roll out approach to the entire consolidation exercise. Each site was consolidated using the following methodology.

1. Conduct Due Diligence in each of the sites to understand the systems & environment and also ensure preparedness of the Business to move to a consolidated environment.
2. Build QA and Production environments in Milwaukee Data Center (Server Build, Progress 9.1D installation, Mfg/Pro eB installation, Service Pack installation, Site specific environment build)
3. Do a Code Assurance activity to identify the correct version of source codes
4. Remove hard coding on the scripts and source codes
5. Conduct Mock Cut-over I in Milwaukee Data Center in QA environment (Database is refreshed with Production data)
6. Address issues of Mock Cut-over I
7. Conduct Mock Cut-over II in Milwaukee Data Center in Production environment (Database is refreshed with Production data)
8. Production Cut-over (Production cut-over was completed in each of the sites with no down time. Database backup was taken on tape / USB drive after the business closing hours on Friday. Tape / USB were hand carried from Asia Pacific sites to the US and data restoration / verification activities were completed on Sunday.

The entire due diligence and development and mock cutover was carried out from Thirdware Offshore Development Center resulting in significant savings.



RESULTS

- Significant improvement in the performance post consolidation to Milwaukee Data Center
- Latest environment with proper DRP and controls
- Minimum outage due to stable environment and use of Veritas Cluster (VCS)
- Source codes and scripts with no hard coding
- Common interface scripts across all the sites
- Local servers decommissioned resulting in significant savings.
- Standardization of Progress version across sites
- Only one version of the source code in the server
- All compiled custom objects now have the corresponding source code.
- Better controls in the environment (SFTP instead of FTP, No access to source codes / Progress Editor for Business Users)
- Production Support and DBA activities for the consolidated environment is now managed by Thirdware Offshore team

Study prepared in cooperation with Rockwell



ON TIME. WITHIN BUDGET.

Thirdware QAD practice

Fast Facts

- » An experienced team of 200+ QAD Consultants
- » 250+ QAD engagements
- » Dedicated Center of Excellence (CoE)

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