

# Storage solutions and disaster recovery

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**HP customer/partner success story:**  
System Group/CDM TecnoConsulting

**Industry:** Manufacturing



“Giuseppe helped our business by giving more reliability to our data, since we need to have active service 24 hours a day. [He] provided a quite detailed analysis of the possible solutions and we trust his opinion. He is almost untouchable within CDM for what he knows... What he says is a treasure to me.”

— Mirca Ricci, Demand Manager for System Group

## System Group’s challenge:

- Increase storage space
- Install new machines for their ERP system
- Implement governance of information systems and disaster recovery in anticipation of becoming a public company

## Solution:

Giuseppe Vitali, HP Certified Professional and employee of CDM TecnoConsulting (an HP Partner) provided an integrated solution:

- Two EVA 4000s (with FC and FATA disks)
- Continuous Access EVA
- Disaster recovery solution for Oracle database and electronic mail servers

## Business outcomes:

### Accelerated business growth

- Delivered storage and consolidation solutions within cost, on time

### Lowered costs

- Consolidated data storage resources
- Reduced incidents of server failure

### Mitigated risk

- Ensured business continuity and availability
- Established disaster recovery measures



Giuseppe Vitali (right), HP Certified Professional with CDM TecnoConsulting in Sorbolo, Italy, explains the solution to Mirca Ricci, Demand Manager for the System Group in Modene, Italy.

System Ceramics was founded in 1970 in Fiorano Modenese, Italy, in the heart of the Italian ceramic district, focused exclusively on ceramics automation and decoration.

Since its beginnings nearly 40 years ago, System Ceramics has grown to become System Group, an international company with four divisions—System Ceramics, System Logistics, System Electronics and Laminam—in 17 countries. As the company looks to the next 40 years, it is focused on global growth and becoming a publicly traded company. To achieve this goal, Mirca Ricci, Demand Manager for System Group, says that business continuity and availability, and disaster recovery solutions, are no longer on System’s wish list—they are now a business requirement.

“Everything started from a storage problem: we were at the limit in terms of disk space availability and our ERP system was running on a machine that



**Giuseppe Vitali,  
HP Certified Professional**

was already out of warranty," Ricci explains. "The company has the objective of getting listed on the stock exchange and that was even more of a reason to implement the governance of information systems and disaster recovery. Therefore, we took the opportunity to make this type of investment—the two projects were somewhat parallel."

More than 10 years ago, Giuseppe Vitali of CDM TecnoConsulting in Sorbolo, Italy, had installed an enterprise resource planning (ERP) solution for System. An HP Partner Organization with 180 employees in seven offices in southern Europe, CDM provides integrated solutions and services for the implementation and support of IT open systems. So when it came to addressing System's growing storage needs, and development of disaster recovery and continuity solutions, Ricci again turned to Vitali and CDM.

Vitali worked with System to install two EVA 4000s, and a Continuous Access EVA to ensure automatic migration of data in System's disaster recovery environment. Vitali also recommended that System set up a disaster recovery solution for its ERP applications, including its Oracle database and e-mail servers. The total project was worth a little more than €310,000 (\$412,500 US).

Vitali's expertise in HP-UX and knowledge of available HP solutions made the difference for System Group, Ricci says. The disaster recovery and continuity solutions provided System with reliability and ensured that Ricci's IT department could provide 24x7, continuous access to employees in System's three divisions and many regional offices.

"Considering that we have branches—and that these branches connect to System, and therefore to the database—the availability and reliability of our infrastructure 24 hours a day is absolutely important," she says. "The primary achievement from this project will be to reduce overall downtime and enable us to see a better ROI from our storage and server investment."

Antonio Riso, the Managing Director of CDM TecnoConsulting, recognizes that deals like the one Vitali spearheaded with the System Group would not have been possible if his technical staff was not properly trained and certified in the technologies that matter most to his customers.

CDM invests the equivalent of seven full days and €3500 (\$4,652 US) each year, per employee, on training and certification. Riso estimates that CDM spends more than €100,000 (\$132,898 US), each year on training programs. "The education and training investment does not generate benefits directly, but in the longer term," he says. "Our idea is that a minimum level of training is necessary to maintain excellence in the area of business where we operate... In the case of System, there was a competitor with a good knowledge of storage, but the certification that Giuseppe had with HP, and his experience with the customer, made the difference."

In February, Riso sent Vitali to the StorageWorks event in Colorado Springs, CO. "Colorado is a very important event to be able to speak to and hear from the people who develop the systems, to see how things have been developed and designed," Vitali says. "To get the knowledge from the source—and then come home and share that with CDM—is very good."

Now in his 20th year at CDM, Vitali holds a number of HP certifications, including a CSE Unix certification and an ASE on Integrity systems. Without hesitation, he said his HP training has helped him offer complex solutions to his customers, like the System Group, enabling him to solve their business problems.

"When we arrive at the customer site to begin observing and to begin the analysis of the systems, we are able to show great confidence in dealing with the hardware, the basic operating systems, the middleware systems and the software," he explains. "The customer is very happy to see that, and after the installation is completed, the customer usually uses our knowledge and our people as a single point of contact to deal with managing the systems."

To learn more about HP certification, visit [www.hp.com/go/certification](http://www.hp.com/go/certification)

For more about CDM TecnoConsulting, visit [www.cdmtc.it](http://www.cdmtc.it)

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