

## Case Study: CCL Industries Inc.

### Critical Issue

CCL runs its business on IBM i. After consolidating its five iSeries servers, including a mix of models, onto one IBM i server, that server assumed sole responsibility for running the company's JD Edwards World and SSA PRMS ERP applications for all of CCL's North American facilities. With so much riding on a single server, avoiding downtime became a pressing concern.

### Business Challenge

While CCL Industries Inc. of Toronto, Canada may not be a household name, its products are familiar worldwide. CCL manufactures a wide range of consumer and industrial goods from hair and skin care products to cleaners and cooking sprays. In addition to its Custom Manufacturing Division, CCL's Container, Plastic Packaging, and Label Divisions are leaders in their industry sectors.

CCL consolidated its five IBM System i servers first onto two and finally onto one Model 820. With a single server running the company's JD Edwards World and SSA PRMS ERP applications for all of its North American facilities, CCL took a close look at avoiding downtime to eliminate related costs, inefficiencies, and potential threats to profitability.

More than 95 percent of any company's downtime can result from planned activities such as database backups and hardware and software upgrades. CCL's operations are spread across a number of time zones, so time "at night" to perform maintenance is much shorter than for single-location companies. In addition, there are no off-hours for CCL's three-shift plants.

While hardware failure was a very unlikely scenario with the highly reliable IBM server, CCL needed to plan to protect its data and continue operations in the event of a power outage or natural disaster.

The CCL technical team led an extensive review process to evaluate their uptime and data protection options. A very favorable experience at a previous employer led Akhil Bhandari, CIO at CCL, to favor Assure MIMIX HA from Precisely, but to avoid biasing his technical team's recommendation, he did not tell them about his preference until after they submitted their evaluation.

### Company Name

CCL Industries Inc.

### Headquarters

Toronto, Ontario, Canada

### Revenues:

Approximately \$1.7 billion (CAD)

### Industry

Manufacturing

### Business Size

7000

### Business Environment

- Consumer products and packaging leader
- The Custom Manufacturing Division produces more than 700 consumer and industrial goods delivered in formats including aerosols, liquids, creams, lotions, pastes, and solid sticks
- The Container Division is a leading North American manufacturer of high quality, specialty containers
- The Plastic Packaging Division produces high-quality plastic tubes and closures and distributes deodorant sticks for many well-known brands
- The Label Division is a leading global producer of decorative labels and promotional products
- Facilities in Canada, the U.S., Europe and some operations in Asia

### Precisely Product

Assure MIMIX HA

## Solution

After considering the technology, functionality, performance and vendor reliability, the CCL technical team reached the same conclusion as Bhandari: Assure MIMIX HA was the best choice to achieve optimum availability for CCL.

Assure MIMIX HA provides advanced protection for important applications and data on a switch-ready backup server in the event of unplanned downtime such as a power failure.

In addition, Assure MIMIX HA eliminates costly planned downtime caused by routine server maintenance or application upgrades by easily switching users to the backup server where they can continue working. Critical business applications and data are protected and always accessible.

CCL turned to its local business partner, Blair Technology, an IBM Premier Business Partner and Precisely Business Partner to install Assure MIMIX HA and configure it to meet CCL's unique needs. An IBM System i Model 720 that was surplus after the server consolidation at CCL was moved to another CCL facility to function as the backup server.

"We were confident that Assure MIMIX HA would help CCL address its challenges, and CCL reports that they are very happy with the solution," said John Blair, founder of Blair Technology.

Assure MIMIX HA is built for the most demanding enterprises, and it has virtually eliminated both planned and unplanned IT downtime at CCL. Ease-of-use is another Assure MIMIX advantage highlighted by the CCL team.

"After setting up Assure MIMIX HA, maintenance is almost non-existent in terms of adding new files or objects to existing mirrored environments," explained Stephen R. Lewis, application systems administrator at CCL. "For the most part, Assure MIMIX HA automatically adds them into the configuration... it almost runs itself."

Bhandari emphasized the reduced risk now that Assure MIMIX HA is deployed. "By consolidating our servers, we manage iSeries from a central location. We have better change control and better physical control in terms of UPS, file compression and other things, but this consolidation also created risk," he explained. "With one server, we have all of our eggs in one basket, and Assure MIMIX HA mitigates the risk by ensuring continuous access to our critical data and applications on our backup server."

## Results

- Downtime virtually eliminated.
- HA administration minimized.
- Addresses disaster recovery needs.
- Provides 24/7 business continuity for worldwide employee base.

## Technologies

- Assure MIMIX HA
- Production Server: IBM® System i™ Model 820 server
- Remote Backup Server: IBM System i Model 720
- JD Edwards® World® from Oracle®
- SSA PRMS™ ERP applications

"Assure MIMIX HA gives us peace of mind. We know that if a disaster strikes, our data will not be lost and we will be able to continue to serve our customers."

- Akhil Bhandari, CIO, CCL