

# Concorde Reisemobile



## Uptime assurance keeps motorhome production moving ahead

### Business situation

Concorde Reisemobile GmbH is passionate about designing and building motorhomes. The company's luxury caravans let adventurers take the comforts of home wherever they roam — some models even have a garage for a small car or motorcycle.

To help meet increasing demand for these premium motor caravans, Concorde decided to revamp its IT operations. The company considered every aspect of IT in the overhaul, from hardware and software infrastructure, to data privacy and security, to how IT aligns with the firm's legal obligations.

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**Roland Eichkorn**  
IT Manager  
Concorde Reisemobile

### QUICK FACTS

#### SOLUTION PROFILE

- Uptime assurance supports enterprise resource planning (ERP), CAD file server, and email
- Reduces risk for critical business resources and processes
- High-availability solution pays for itself with simple management

#### PRODUCTS

- Stratus Avance® high-availability software
- Industry-standard x86 servers
- Microsoft Windows Server® 2008 R2 operating system
- Microsoft SQL Server® 2008 R2 database
- Microsoft® Exchange

#### SERVICES

- Avance Software Support Services

Uptime. All the time.





Stronger risk management was an important aspect of the IT upgrade. One key asset is some 400,000 computer-aided design (CAD) drawings that are the core of the company's intellectual property. Concorde also planned to implement a new enterprise resource planning (ERP) system, and wanted to assure uptime for its Microsoft Exchange email communications.

Roland Eichkorn, IT manager for Concorde Reisemobile, saw high availability as an essential aspect of the new technology infrastructure. If downtime were to affect manufacturing operations at the plant in Germany's Franconia region, the interruption could be costly. The plant makes deluxe motorhomes that often sell for 100,000 euros or more.

### Business objectives

The company's IT system house, SIT Solutions of Adelsdorf, recommended Stratus Avance high-availability software to satisfy Concorde's increased reliability requirement.

Bernhard Schlögel, CEO of SIT Solutions, said, "Before this, we used to integrate virtualization software with a dedicated SAN [storage area network]. We'd been looking for a long time for a solution that is redundant, easy to manage, and economical. We found it in Stratus Avance software."

**"Our project manager used his iPad to install a new Windows 2008 Server in the Avance environment while traveling to a meeting on the train. That's the way we want to work — management anytime and anywhere." "**

**Bernhard Schlögel**  
CEO  
SIT Solutions

"Since we were reevaluating the whole IT infrastructure anyway, it was easy to look at new concepts," Eichkorn related. "The Stratus Avance solution fit our need for uptime assurance."

Avance uptime assurance offered advantages that were in line with Concorde's business and technical objectives:

- Around-the-clock access to critical business applications
- High availability for standard x86 servers
- Integrated virtualization
- Ease of operation, with automatic error detection and fault management
- Simple installation and maintenance

In addition to meeting the technical and high reliability requirements for the new IT infrastructure, Avance software proved to be affordable. "With Stratus Avance software, we were able to propose a high-availability solution that fit well within the budget of an SMB [small and medium business] customer," said Schlögel.

### Avance HA passes test flawlessly

Avance software turns industry-standard x86 servers into a highly reliable, very affordable solution that ensures uninterrupted uptime. Built-in predictive features to identify, report, and handle faults before they cause application outages, data loss, or user disconnects.

The Avance software also enables automatic resource sharing across the server pair. Applications automatically ride through most hardware and software problems, including disk and network subsystem failure.

Upon installing the Stratus Avance solution, Concorde decided to simulate a server failure. The Avance software allowed the secondary server to immediately take over for the primary server. An error message popping up was the only sign that anything was out of the ordinary. When the primary server was restored to operation, the Avance software automatically synchronized the two servers.

### **Smooth deployment in just two hours**

Migrating to new x86 server hardware and Stratus Avance high availability was so non-disruptive that users hardly noticed the change. Concorde's IT staff and SIT Solutions carried out the entire implementation process in about two hours.

“The reason for the fast project turnaround was predominantly the pre-installation and preparation that Stratus built into Avance software. We simply migrated our existing physical environment into a virtual server environment,” explained Eichkorn. “This saves time and effort.”

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Concorde's system consists of two physical servers, One virtual instance of Avance software runs Microsoft Exchange. Another instance of Avance software supports the SQL Server database and Windows domain controller that act as the file server for the company's 70 CAD workstations.

### **Simple management brings fast payback**

The Avance real-time dual-server architecture ensures that applications operate uninterrupted, with no data loss, even if a physical server fails. This automatic, preemptive fault management helps reduce IT labor costs as well as expenses that would be associated with data recovery.

“Our investment in Stratus Avance software has already paid for itself because of the lack of extra effort we would have faced with other technologies,” stated Eichkorn. “Avance software manages itself and saves Concorde Reisemobile the need to dedicate a resource to manage the high-availability solution. This also saves euros and cents.”

Eichkorn also appreciates that the Avance dashboard provides an “ideal” view of system resources that displays utilization and operation information about the virtual machines.

SIT Solutions likewise gives Avance software high marks for being easy to use and manage. Noted Schlögel, “Our project manager used his iPad® to install a new Windows 2008 Server in the Avance environment while traveling to a meeting on the train. That’s the way we want to work — management anytime, anywhere.”

### **Business impact**

Concorde is already considering expanding its use of Avance high availability to other applications that need to be resilient. “Stratus Avance ensures better protection against outages in a production environment. That lets IT do its part to ensure mission-critical processes are up and running,” Eichkorn noted.

The Stratus Avance solution has also more than met expectations for SIT Solutions — and not only at Concorde Reisemobile. Said Schlögel, “We’ve seen that Stratus Avance software improves availability, takes less effort to maintain, and saves money. Before we used to integrate other high availability solutions for our customers. Now we prefer Stratus.”

### **About Stratus**

Stratus delivers uptime assurance for the applications its customers depend on most for their success. With its resilient software and hardware, backed by proactive availability management services, Stratus products help to save lives and to protect the business and reputations of companies, institutions, and governments the world over.

To learn more about worry-free computing, visit [www.stratus.com](http://www.stratus.com)

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