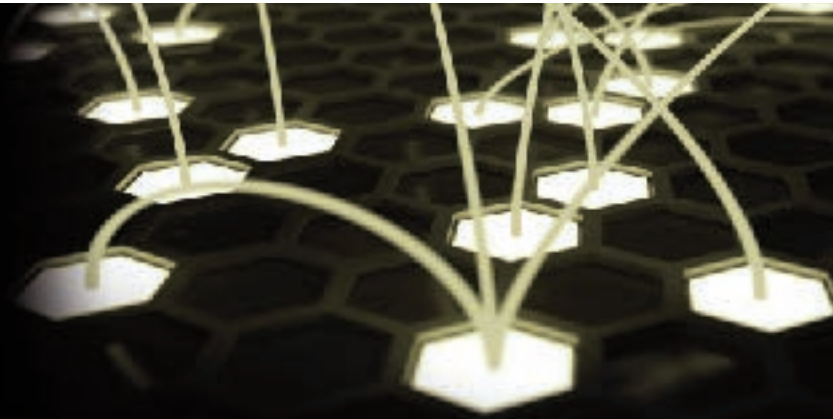


Tai Hing Catering Group



Restaurant chain uses Stratus Avance uptime assurance and SAP Business One to get food to the table

Business situation

Tai Hing Catering Group knows what its customers are hungry for. Chinese roast dishes and Hong Kong style milk tea are some of the favorites at the company's Tai Hing Roast restaurants. The chain is the biggest Hong Kong style restaurant group in the city, with 40 outlets in Hong Kong and 20 more in mainland China. Congee King restaurants (serving up popular rice porridge dishes), Roast.Pot (known for hot pot specialties), and Original Taste Catering Company Limited are also part of the Group.

To run this large operation efficiently, Tai Hing stocks its main warehouse with fresh food procured from suppliers daily. Its 40,000 square foot central warehouse and commissary supplies the restaurants with food every day.

“ We found that Avance software gives us high availability for our mission-critical requirement. The architecture ensures our branches have access to our production facilities anytime.”

Ryan Chow
Manager, IT Department
Tai Hing Catering Group

QUICK FACTS

SOLUTION PROFILE

- Enterprise resource planning (ERP) solution for restaurant chain
- Supports daily food delivery to 60 stores
- Prevents downtime for critical business processes
- Monitors itself for reliable, simple operation

PRODUCTS

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

SERVICES

- Avance Software Support Services

Uptime. **All the time.**



Information from the point-of-sale systems at each store tells headquarters which items are selling, and what inventory each location needs for the next day.

Tai Hing uses SAP Business One software to support these logistics in addition to driving other business processes critical to the chain.

Ryan Chow, IT department manager, said, “Uptime is the biggest concern we have. If the server is down, the buying process will stop. So if the system’s down, our shops will not get their items from the main warehouse.”

Business objectives

The Group was quick to understand the importance of uptime assurance for the Business One application, according to Chow. He said that before they implemented the ERP software, “Different departments in our company used different computer systems. Accounting had their accounting system. Our logistics department had their own system. Also our purchasing department just used Microsoft Excel for their information.”

Consolidating the different systems — and the business processes they support — meant the Group couldn’t tolerate much downtime after all departments moved onto the ERP system.

“When we decided on Business One, we asked for a solution that would give us high availability,” Chow said. “Our SAP consultant recommended Stratus Avance software.” Compass Consulting Group, based in Hong Kong, provided implementation services for the SAP application and continues to provide software support to Tai Hing.

Testing Avance high availability

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

Avance software also enables automatic resource sharing across the server pair. If there is a problem with the primary server, the workload automatically transfers to the secondary server. Applications automatically ride through most hardware and software problems, including disk and network subsystem failure.

The Group’s IT department decided to find out whether the high-availability software lived up to its claims. “We did a test by making one of the servers go down. We found that within seconds, the other server picked up the job,” Chow explained.

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Ryan Chow
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Tai Hing was satisfied with the results of the assessment. “We found that Avance software gives us high availability for our mission-critical requirement. The architecture ensures our branches have access to our production facilities anytime,” noted Chow.

Simple management is on the menu

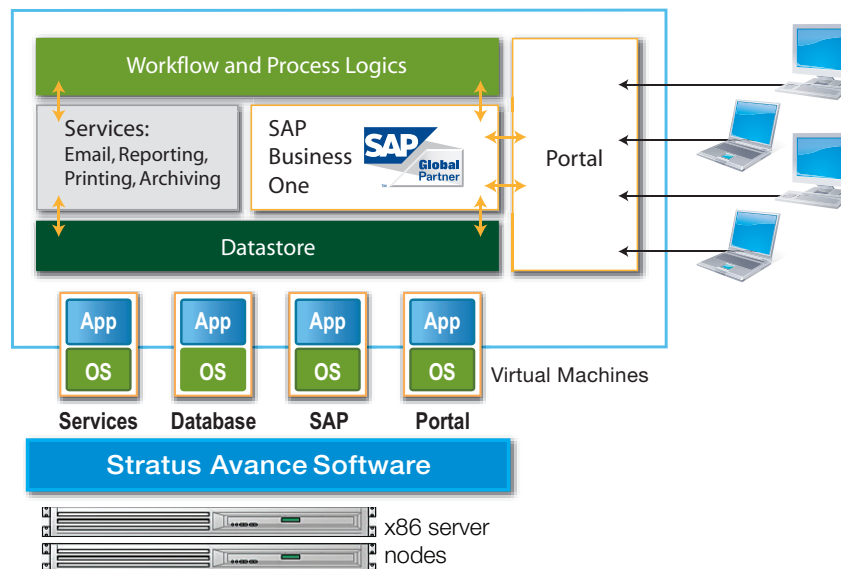
Because uptime is a priority for the Group’s business, the IT department is especially concerned about monitoring and managing the high availability solution. Avance software meets the need here, too.

Chow and his colleagues use the single, web-based management console to get a view into their entire HA environment: the x86 computer servers, virtual machines, and network interfaces. “As a virtualized solution, Avance software makes maintenance and upgrading

quite easy. And there’s a monitor that works with the Windows OS, which has great information about the health of our server,” he said. In addition, Avance HA monitors server heartbeat and the health of drives, fans, power supplies and other system components. This continuous monitoring predicts faults and performance degradation so that Tai Hing can avoid downtime. Fault notification is automatic, so people in the IT department don’t have to keep checking the management dashboard to make sure everything is working as it’s supposed to.

Chow related an experience with the self-monitoring. “One of our servers had a minor problem. But Avance software told us immediately. And also our support vendors got email alerts. This made us much more comfortable that if the server has even a minor problem, we’ll know.”

Avance software drives critical business processes for daily operations



Avance software monitors the hardware and host software for more than 150 critical operating conditions.

If a fault is detected, applications are automatically migrated to the other node — without any impact on performance or loss of data.



Uptime. **All the time.**

Virtualization brings flexibility

Chow appreciates that virtualization is included with Avance high availability. Using virtual machines to host the application makes it easy to transfer VMs between computer servers, so that users can still have access during scheduled upgrades and maintenance.

And while Tai Hing's Avance environment is currently dedicated to Business One, virtualization offers the flexibility to add other applications to complement ERP. New applications can be provisioned fast by adding more virtual machines in the Avance environment.

Business impact

Tai Hing has successfully been using Avance high availability since 2010. In addition to preventing downtime for the Business One application, Avance HA also supports the application's Microsoft SQL Server database.

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Chow explained that protecting uptime means there's always access to business intelligence from the ERP system. For example, he says, “Now we have much more accuracy in item pricing and in what to procure, because the data flows through one system.” In the food and beverage industry, profitability depends on that kind of insight.

Because Avance software satisfies the restaurant chain's appetite for uptime, Tai Hing is expanding its use of the HA solution. Chow noted that the Group recently decided to add a second Avance software license to support its Microsoft Exchange application.

About Stratus

Stratus delivers uptime for the applications its customers depend on most for their success. With its ultra-reliable servers, software and 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

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