



The data center of the future - has arrived

Hrvatska pošta Mostar

CASE STUDY

Web site: www.post.ba

Industry: Postal services

Partner: Combis

Partner web site: combis.hr

Customer

Hrvatska pošta Mostar is one of the three authorized postal services operators in Bosnia and Herzegovina. It employs 730 people through 125 post offices and 277 delivery areas. It offers a wide range of services for private and business users such as: postal services, financial services and retail.

„The new infrastructure has created ideal preconditions for further modernization of Hrvatska pošta Mostar’s data center. The implemented SDDC solution is a strong foundation for the new advanced services such as virtualization of all post offices”, said **Ivan Sušac**, Member of the Management Board of Hrvatska pošta Mostar.

Challenge

Over the years, the data center infrastructure has been minimally upgraded, and for each upgrade, the main factor in choosing hardware and software was a new business application that was implemented through different technology platforms.

After several years of putting applications in focus, an unconsolidated data center was created with multiple different and uneven components and even three virtualization environments: VMware, Hyper-V, and IBM AIX. Daily operations and software upgrades were becoming more demanding and difficult to operate, performances also were questionable, while maintenance became extremely demanding. It became clear that protection or recovery in case of an infrastructure failure was impossible.

Solution

Hrvatska pošta Mostar has managed to address all challenges with a set of technologies for Software Defined Data Center (SDDC). SDDC is a modern data center that provides business support and enables efficient use of resources, ensures fast response for customers, and allows having a lot more services available from any location.

With the help of VMware technology, the “brain” moves from the physical to the virtual infrastructure, which enables automation of daily tasks and ensures prevention of problems as opposed to fixing them. The new solution offers a single platform for central management, flexibility, scalability, and high availability of the data center. The existing 24 physical servers have been reduced to only four Hyper Converged servers.



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*„Projects of this kind should motivate and encourage other customers to invest in the new technologies as well. To reduce such an outdated environment and fit it all to just a few servers, while witnessing progress in all segments – that is a real example of how much investment in modern technologies can positively contribute to the overall business and how it can increase the satisfaction of the entire IT team and the company”, said **Igor Dužević** Director of Professional Services and System Integration Division at Combis.*

Benefits:

Management:

Central infrastructure management through a single interface “single pane of glass” has facilitated daily operations for the entire IT team. Third-party management solutions are no longer required, as everything is accessed through a single VMware console.

Maintenance:

Hardware solutions are now provided by only two vendors, Lenovo for servers and Cisco for switches. Each server has an identical configuration which significantly facilitates hardware maintenance and upgrades.

Scalability and agility:

The new system has enough resources to grow and accept new applications for the next few years. The test environment is created in just a few minutes, and its transfer into real production is, for instance, much shorter than the standard public procurement procedure would be. Simplified processes combined with growth supporting infrastructure, result with the increase of a company’s efficiency and competitiveness in the market.

Backup system: Consolidation of infrastructure along with implementation of the Veeam backup solution, enables a simple and centralized backup for all necessary operating systems and applications. Concepts like “Any App, Data across any Cloud” create additional options for high data availability. This concept supports modern, location-independent, data center even more.

Did you know?

A modern data center can be set through multiple locations, located physically or in the cloud, and with Veeam as a backup solution, the customer himself decides where his data will be stored and even performs the migration by himself.

Procedures, testing, and verification of backup becomes simple and can quickly meet the prescribed standards. Worrying about whether the backup will work at a critical moment is no longer the customer’s issue. Given the daily business support through Explorer for Exchange or File Level Restore for Linux, the backup in this case did not experience a “deploy and forget” effect.



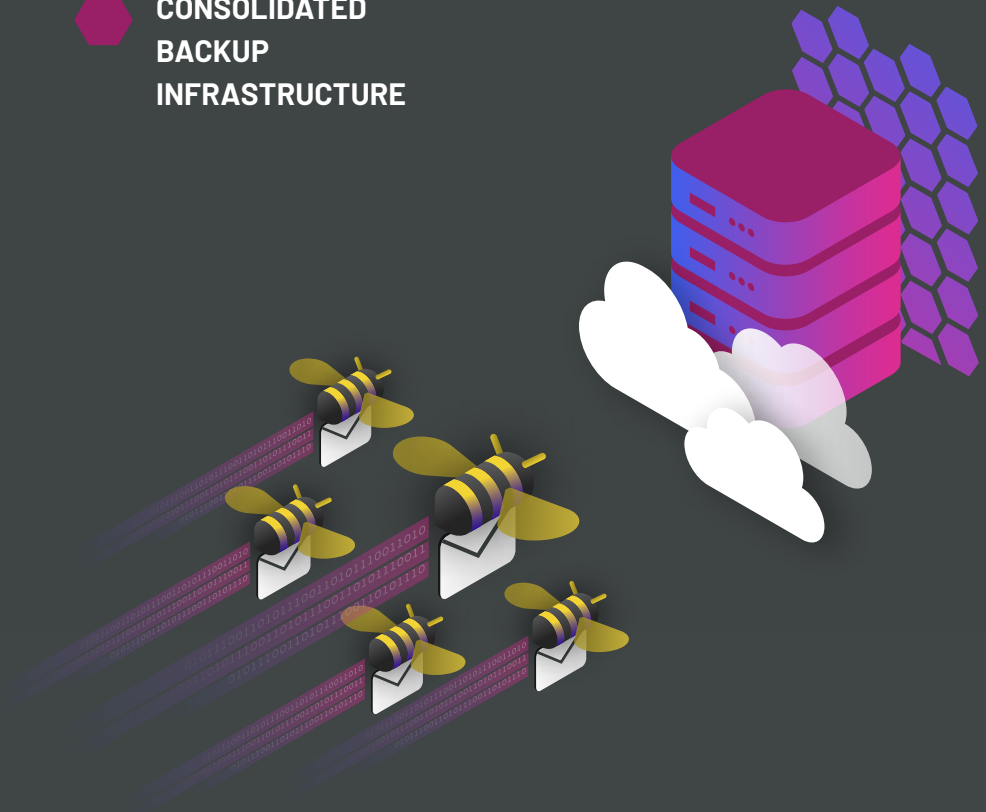
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„I am proud of every completed project because it is a proof of our competencies, hard work and dedication. We always put the customer and his satisfaction in the first place, and this project has really stood out with exactly that. Receiving repeatedly praises for the implementation, with a description of improvements over the previous infrastructure for every couple of weeks is invaluable“, said **Sabina Frketic**, Head of the Cloud Enterprise Virtualization Team at Combis.

Application performance and customer satisfaction:

- 24 PHYSICAL SERVERS CONSOLIDATED INTO ONLY 4
- 300-400% FASTER ARCHIVING
- REMOTE ENVIRONMENT MONITORING
- HIGHER EMPLOYEE SATISFACTION
- ONCE 6 HOURS, NOW ONLY 12 MINUTES FOR BIG DATA PROCESSING
- FASTER WEBSITE RESPONSE
- CONSOLIDATED BACKUP INFRASTRUCTURE





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Plans for the future

Virtual Desktop Infrastructure is the next step we are considering taking to further accelerate management processes - managing the lifecycle of workstations, applications, and user data. With this project we want to enable complete flexibility and independence of workstations from the work environment they run.

In this way, we will significantly extend working life of the existing workstations, and at the same time, unburden the IT department, so it no longer has to monitor and maintain each working environment. IT team of Hrvatska pošta Mostar will definitely profit from this centralized system of modern and flexible data center", said **Ivan Sušac** Member of the Management Board of Hrvatska pošta Mostar.



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