

The Benefits

- **Scalable** – Easy to add disk space and servers.
- **Significantly Higher Resource Utilization** by pooling common infrastructure resources and breaking the legacy “one application to one server” model.
- **Physical Infrastructure Cost Reduction:** With virtualization, you can reduce the number of servers and related IT hardware in the data centre. This leads to reductions in real estate, power and cooling requirements, resulting in significantly lower IT costs.
- **Improved Operational Flexibility & Responsiveness:** Virtualization offers a new way of managing IT infrastructure and can help IT administrators spend less time on repetitive tasks such as provisioning, configuration, monitoring and maintenance.
- **Increased Application Availability & Improved Business Continuity:** Eliminate planned downtime and recover quickly from unplanned outages with the ability to securely backup and migrate entire virtual environments with no interruption in service.



“We are utilising the very systems we recommend and implement for our clients but on a much larger scale. Together with IMC we have been able to turn what were once complex and often cost prohibitive systems into simplistic effective solutions. Which in every way we look at it equate to cost savings on infrastructure, unequalled redundancy, and greatly improved productivity”.

“As the major supplier to monitoring centres around the country our responsibility is high and reputations are always on the line. The complex challenges I placed in

front of our in-house IT team and the team at IMC have grown from a concept to systems that have now proven to be a good investment for Suretek and the reputation of the solutions we provide to our clients,” says Glenn Smith, Managing Director, Suretek.



www.suretek.com.au

Suretek – Virtual Security.

Experts in security technology, Suretek turned to IMC to improve the performance of its IT Infrastructure with outstanding results.

Case Study: Suretek

AT A GLANCE:

Customer: Suretek
Industry: Security



- Challenge:** To provide scalable and redundant systems to the Suretek internal infrastructure and Suretek client base
- Solutions:**
- Server Virtualisation – vmware ESX with high availability options
 - Desktop Virtualisation – vmware Virtual desktop infrastructure
- Outcomes:**
- High System Availability
 - Rapid systems deployment
 - Thin client desktop architecture

For More Information

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Suretek is an innovative leader and service provider to the monitoring centre sector in the security industry and has been making progressive changes to how companies are valued within the security industry. Suretek is the forerunner for the deployment of leading edge technologies such as SG2, Surepoll Wireless, CAMS, Surecall One3 and Intelipath.

“At Suretek we continue to provide our clients with the latest innovations for the security industry. IMC is part of the team that ensures our clients benefit from the very best in IT infrastructure to deliver the security services we have become renowned for.” Adam Smith, IT and Integrations Manager, Suretek.

Suretek

As a leader in wholesale distribution for the commercial security industry the Suretek networks host 1,000’s of security monitoring devices and also provides its clients with disaster recovery services. The scale of Suretek’s operations demands a sophisticated deployment of highly resilient servers. Up until recently Suretek relied on clustering technology to provide their core systems with the necessary levels of redundancy and high availability. This technology, although adequate for their business up until recently, eventually proved to be difficult to scale quickly in order to meet Suretek’s growth and product development demands.

Partnering with IMC, Suretek began to look for alternative technologies that would provide them with flexibility and high availability required for their business today and the scalability required for their rapidly expanding business.

The Solution

As a leader in security technology, Suretek opted for a virtualisation solution that ensured a high availability platform was delivered.

Suretek supports investment in new IT strategies that facilitate its leadership in technology based security solutions. “As a market leader in our specialist area of security, we are bound by our commitment to provide our client base with the very best in security solutions. This was the driving force behind Suretek’s decision for exploring VMware technology and the proven benefits it will deliver to our customers”, says Adam Smith, IT and Integrations Manager Suretek.

VMware offered Suretek all the features and benefits that it was looking for in a virtual infrastructure solution including:

- Reducing overall capital costs by requiring less hardware and lowering operational costs by improving server to admin ratio,
- Ensuring that Suretek’s enterprise applications performed efficiently with the highest availability and performance,
- Enhanced business continuity through improved disaster recovery solutions and delivered high availability throughout the Suretek Data Centre and
- Improved desktop management with faster deployment of desktops and fewer support calls due to application conflicts.



The Challenges

One of the main challenges presented by the virtualisation project for Suretek was ensuring that all Suretek clients received an uninterrupted service while the IMC and Suretek team transitioned databases and application services across to the new system.

“Migrating a system that operates 24/7, over to a virtualised environment, with minimal impact on the business is always a challenge”, says Karl Harris, Virtualisation Engineer for IMC Communications, but we designed a successful migration plan to ensure minimal impact on Suretek’s day to day operations”.

Furthermore IMC had a very small window of opportunity to migrate the systems, planning was paramount to ensure all systems were migrated successfully within a week.

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