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XIROS

"I wouldn't let anyone else touch my infrastructure"

XIROS CASE STUDY

THE TECH SPEC

Name: Xiros
Industry: Manufacturing
Number of users: 130

OUR SOLUTION

- NetApp AFF A200 device with 12 x 960GB SSDs
- Two VMware ESXi hosts connected via 10Gbe, delivering ISCSI storage
- VMware vSphere 6.5
- Veeam Backup and Replication v9.5
- u2a NetApp E2812 with 12 x 4TB drives

BACKGROUND

Xiros is a leading manufacturer of implantable medical textiles. Based at the 4.5-acre Springfield House site in Leeds, the company employs 130 people and works with healthcare professionals, medical device companies and academic institutions to provide various routes to market for inventions in the orthopedic and sports medicine fields.

Due to the nature of their work, Xiros works within a strict regulatory environment. That means their IT infrastructure must provide high levels of control and auditability of their systems and processes, whilst enabling the business to design, develop, manufacture and innovate at all levels.

CHALLENGES

When Richard Staniforth arrived as Xiros' new IT Infrastructure Manager in April 2017, he inherited an aging IT set-up. Run on VMware, the system was causing problems including poor performance and extra costs.

"Many of the critical systems supported by the IT team – for example system backup and replication – were extremely slow and took many hours or days to complete," Richard explains. "Performance standards for our applications were low, with very little capacity for improvement, and benchmarking against the systems had not been performed to understand the capacity and capability of our virtual estate.

"This meant that user dissatisfaction was high, with a perceived lack of performance on key platforms such as SharePoint. The servers and systems were way past their end of life and it was costing us and arm and a leg in support costs just to keep it all from falling over. It wasn't fit for purpose.

"I'd worked with Concorde Technology Group in my previous job on similar projects of a much larger scale than this one. I've always been impressed with them and when I saw what needed doing here, I knew Carl and Gavin were the right people for the job. It was a bit of a no-brainer really. I have complete trust in Concorde."

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Just days into his new role, Richard called Concorde and engaged us as part of his IT systems management review. During his first month in post, we worked with him across many aspects of Xiros' Digital Transformation Programme and within a week of initiating the restructuring project, Concorde's Technical Manager Carl McDade arrived to conduct a site visit to assess what was required.

"We had a bit of a brainstorm around capacity management and future plans," says Richard. "Carl then did some benchmark testing and extrapolated the figures out against the proposed new architecture. It all went very quickly after that – from that site visit to installation was only three weeks."

"I'm delighted with the outcome of this project. We listened to Xiros's challenges, positioned a solid solution and delivered with virtually no disruption to Xiros's day to day operations.

This project is a real success story, the solution delivered amazing results across its components in a very short space of time. I'm thrilled with the work we have done here and the faith Xiros have placed in Concorde."

Gavin Lee
Business Development Manager. Concorde.

BENEFITS

In touch throughout the process, Concorde worked with Richard to plan and calculate the changeover to such an extent, we were able to drop the new infrastructure – omprising kit from NetApp, VMware AND Veeam - in live on top of the existing one without any disruption to service. The results have been spectacular.

"It's been up and running for about five months now and we're really pleased," says Richard. "It's head and shoulders above what we had before. The service updates that were taking half a day previously now take about ten minutes. We didn't have the bandwidth to cope with demand previously. The new system is 50-100 times better and means IT isn't a pinch point in the business anymore.

"The best thing is the peace of mind, though. I don't have to worry about the server infrastructure anymore. I know what we have now will last for years and allow for future growth. It's all testament to Concorde, who have done exactly what I brought them in to do. I wouldn't even consider letting anyone else near my infrastructure."

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