

# Case Study

## Duiker Combustion

“The Fujitsu solution is more flexible and encourages risk-free experimentation. That allows the business to explore new ways of working.”

Michel de Wit, ICT Systems Administrator, Duiker Combustion



### The customer

Duiker Combustion specializes in the design, supply and installation of a range of liquid and gaseous fuel combustion systems for oil refining, chemical and natural gas processing industries. Over the years, the company has extended its presence from New Zealand to Alaska and from Argentina to Siberia, making it a truly global company. Its technology encompasses a wide range of processes and industries, however, its roots remain firmly embedded in the petrochemical sector.

### The challenge

Duiker wanted to deploy a new ERP system based on Ridder iQ software to replace its existing solution. However, its current servers were approaching end of life and did not have the capacity or processing power required.

“We are growing as a company – last year we took over an entire new floor in the building – so we wanted to become more efficient in the way we do business,” explains Michel de Wit, ICT Systems Administrator, Duiker Combustion. “That meant implementing new ERP and CRM functionality that would provide a platform for future growth and smarter business processes.”

Duiker had been using FUJITSU Server PRIMERGY as well as Fujitsu laptops and desktop PCs for five years and was thoroughly satisfied with the performance.

“We looked at a number of vendors but, as an existing Fujitsu customer, we had such a good experience that it felt like the natural choice,” adds de Wit. “We hadn’t had any downtime in five years, which speaks volumes about their reliability.”

De Wit analyzed the growth predictions and estimated what capacity and performance would be required for the future. Based on this, Fujitsu and local partner Accept Systems recommended FUJITSU Server PRIMERGY in tandem with FUJITSU Storage ETERNUS to support a Microsoft Hyper-V virtualized environment.

### The customer

Country: Netherlands  
Industry: Construction  
Founded: 1919  
Employees: 75  
Website: [www.duiker.com](http://www.duiker.com)



### The challenge

Duiker wanted to implement a new ERP solution but its servers were approaching end of life and didn't have the processing power or capacity to support the new environment.

### The solution

The company worked with local IT partner Accept Systems and Fujitsu to deploy a virtualized Microsoft Hyper-V environment running Ridder iQ and ProCad based on FUJITSU Server PRIMERGY and FUJITSU Storage ETERNUS.

### The benefit

- New services and applications can be provisioned within hours, making the business more responsive to changing demands
- Better efficiency and improved productivity at low cost
- Management has been simplified and centralized, reducing the burden on the IT team
- Data backup is now automated, removing the need for time-consuming physical tapes
- Fujitsu virtualized server and storage solution is hugely scalable to accommodate future growth

### The solution

Duiker worked with Fujitsu and Accept Systems to deploy five FUJITSU Server PRIMERGY RX2540, one FUJITSU Storage ETERNUS DX200 system and two FUJITSU Data Protection Appliance ETERNUS CS800 systems. The FUJITSU Server PRIMERGY RX2540 is a 2U dual socket rack server that delivers high usability, scalability and cost-efficiency. Its Intel® Xeon® processors, in conjunction with DDR4 memory technology, increases performance to meet Duiker's requirements for processing, enterprise applications as well as collaboration. Data is replicated to the second ETERNUS CS800, located in an external data center to prevent data loss in a possible catastrophic event.

The installation was carried out on weekends so as not to disrupt the business and took place over the course of a month: "We did the roll out in phases and ran the existing and new environments in parallel so the migration would be seamless," says de Wit. "This meant that our normal operations were unaffected."

The physical servers now host five virtual machines, supporting Microsoft Exchange, Microsoft SQL, Ridder iQ and specialist piping design software from ProCad as well as standard file and print. This represents 20 percent of the current capacity so there is plenty of scope for future expansion. The solution is also supported by a FUJITSU Server PRIMERGY RX2530.

### The benefit

The new solution not only offers improved performance, ERP functionality and scalability, it also allows Duiker to add more services quickly and manage the entire platform simply. This means the business as a whole is more productive.

"It makes managing the whole environment easy, from the rapid provisioning of new services to having a single view of operations," continues de Wit.

### Products and services

- 1 x FUJITSU Storage ETERNUS DX200
- 2 x FUJITSU Storage ETERNUS CS800
- 1 x FUJITSU Server PRIMERGY RX2530
- 5 x FUJITSU Server PRIMERGY RX2540
- BROCADE Fibre Channel Switches

"Last week, I needed a new server. Normally we would have had to buy a physical server, configure and install it. Now, we buy a license, flick a switch and one phone call to Accept Systems later, we have a new virtual machine ready to go. That makes us more responsive and agile as a company."

Another key advantage is that the backup process is now automated. Previously, the system was backing up data 18 hours per day and at the end of each day, de Wit was charged with taking eight physical tapes home. Now the ETERNUS CS800 takes care of ensuring data is secure and available round the clock.

"Backing up data used to be an arduous task and I had to carry eight bulky tapes to and from the office every day," remarks de Wit. "That's a thing of the past now."

This approach also encourages the IT team to experiment with the system. By taking a server snapshot, de Wit can carry out tests and then restore the original server within minutes. Using physical tapes would have taken hours, which made testing a daunting task.

"The Fujitsu solution is more flexible and encourages risk-free experimentation," says de Wit. "That allows the business to explore new ways of working."

### Conclusion

Duiker now has a future proof, scalable and high-performing virtual environment that will enable ongoing expansion and the rapid addition of new applications and services. Following the success of this project, next on the list is a desktop PC refresh.

"With the help of Fujitsu and Accept Systems, we are now well positioned to grow the business and provide the features and functionality our users require," concludes de Wit. "It is a cost-effective, efficient and robust platform with minimal management requirements."

**"Fujitsu is a long-term technology partner and, once again, it has proven it can provide the best solution to meet our needs."**

Michel de Wit, ICT Systems Administrator, Duiker Combustion

In collaboration with



### Contact

FUJITSU  
Address: Het Kwadrant 1  
3606 AZ Maarssen  
The Netherlands  
Phone: +31 346 598 700  
Website: www.fujitsu.com/nl  
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