FUJITSU

Case Study
DEKRA opts for resourceful central server management with Fujitsu ServerView Suite

»Thanks to the integrated Remote Management Controller of the ServerView Suite we are now able to directly access all servers of our branch offices from our headquarters.«

Harald Reich, Data Center, DEKRA

The customer

The portfolio of the international service provider DeKRA SE embraces, among other service lines, safety testing, technical appraisals and integrated personnel services such as outplacement and temporary employment.
www.dekra.com

The challenge

To renew the server landscape at the DEKRA locations and its headquarters-based data center in Stuttgart and provide a single point of control and administration for the geographically dispersed server resources.

The solution

PRIMERGY Intel industry standard servers coupled with the management solution Fujitsu ServerView Suite with integrated Remote Management Controller.

DEKRA one of the world's leading expert organizations

"On the safe side." This DEKRA slogan reflects the unfailing service promise that DEKRA applies vis-à-vis its customers. Successfully passed expert inspections of motor vehicles, industrial facilities or lifts give reassurance - and the green DEKRA seal is visible proof. DEKRA is one of the world's leading expert organizations and currently maintains a presence in more than 50 countries. Approximately 25,000 employees worldwide are committed to ensuring long-term safety, quality and environmental protection. The service portfolio is pooled together in three business units, namely DEKRA Automotive, DEKRA Industrial and DEKRA Personnel. While the Automotive section (excluding the area of periodic vehicle inspections) provides, among others, expert opinions and claims services, the comprehensive consultancy and inspection offering of the Industrial section focuses on plant safety, environmental protection, health and safety at work as well as building quality and safety. DEKRA Personnel offers concepts for vocational training and temporary employment. Founded in 1925, DEKRA (Deutscher Kraftfahrzeug-Überwachungs-Verein) stands for 'German Motor Vehicle Inspection Association'. The headquarters of today's DEKRA SE is located in Stuttgart, Germany.

Reliable servers for DEKRA safety checks

An organization that carries out inspections on a world-wide scale inevitably produces a huge amount of valuable data. That is why DEKRA has decided to renew its server landscape throughout its German locations. The organization ordered 480 PRIMERGY tower servers for its agencies that run the DEKRA testing software as well as 30 PRIMERGY RX300 S5/ S6 2-socket rack servers for its Stuttgart-based data center. "The Fujitsu server systems ensure stable operation," says Harald Reich who works at the DEKRA data center in Stuttgart. "In addition, Fujitsu is truly committed to impeccable service." However, regarding the requirements for a new server landscape that is only half the rent. "We also opted for Fujitsu because we wanted to be able to centrally manage our geographically dispersed servers from the same solution." And this is made possible by Fujitsu ServerView Suite which can be expanded to meet the specific needs of the user through the numerous add-on modules.

The benefit

- Less administrative effort due to remote access to the decentralized server resources
- Improved resource utilization
- Higher degree of fail-safety
- Lower energy costs due to efficient systems

Products and services

- Servers for the inspection agencies: 200 x PRIMERGY TX300 S5/S6, 50 x PRIMERGY TX200 S4, 230 x PRIMERGY TX150 S7
- Data center servers: 30 x PRIMERGY RX300 S5/S6
- Server management: Fujitsu ServerView Suite with integrated Remote Management Controller (iRMC) and Operations Manager

Central monitoring of all branch offices

The core of the ServerView Suite that is deployed by DEKRA is the Operations Manager. This comprehensive tool greatly facilitates the management of the server landscape, proving particularly beneficial in heterogeneous environments. "The ServerView now manages all of DEKRA's servers, independent of their physical location," explains Harald Reich. "In addition, the servers are absolutely domain-neutral." The ServerView Operations Manager provides Harald Reich and his colleagues at the Stuttgart-based data center with quick status overviews of DEKRA's 520-strong server fleet that is dispersed throughout Germany. It is also possible to apply certain filter options to the status check: "We can instantly identify servers with an error or alert status in a quick reference," Harald Reich continues. "It is clear at a glance which server system at which location calls for specific action or error elimination."

Viewing server utilization

Harald Reich also appreciates the benefits of the integrated threshold management. This feature makes it possible to monitor certain parameters by setting threshold values. "The threshold manager indicates, for instance, the CPU, storage and network loads. And the percentages help identify whether or not an application is running smoothly," says Harald Reich. "We now have a perfect overview of our entire server resources."

Automatic alert messages

And in case things do not run smoothly, the preventive nature of the ServerView Suite stands the test. This prefailure detection component also goes down well with DEKRA: "We use all the ServerView alert functions that have been implemented," Harald Reich explains. "The software informs us as soon as it finds bad blocks on a hard drive, even if it remains fully operational. This enables us to tackle the problem before the hard drive fails." The channels of the ServerView messages are well organized at DEKRA, too. If, for instance, a PSU fails, ServerView sends the appropriate message to the DEKRA IT team. The

'ticket' is then automatically assigned to the IT department of the respective branch office, provided the required spare part is available there. Otherwise the message is directly transmitted to the relevant support section at Fujitsu. Fujitsu delivers a new PSU to the headquarters or its larger sites within 6 hours, smaller inspection agencies receive the spare part on the next working day.

Remote access from the data center

Fortunately the failure of IT components remains the exception in every-day IT business at DEKRA. Instead, Harald Reich and his colleagues are preoccupied with configuring the servers or resolving software conflicts. Generally, they only get to see the system once, namely when a new PRIMERGY server is delivered from Fujitsu's Augsburg facility to DEKRA in Stuttgart. "The systems are installed here at our headquarters," Harald Reich explains. "However, before sending a system on to a branch office, it is integrated into ServerView. That also involves a technical examination." Everything else can be taken care of via remote management: PRIMERGY servers are provided with an iRMC, an "integrated Remote Management Controller". What is meant by this is an autonomous system on the servers' motherboard. Harald Reich is pleased to note how easily it gives his Stuttgart-based administrators remote access to the servers of the decentralized locations, should the need arise:

"Via remote access we can make all relevant settings on a server and perform reboots. In the past we had to call up the IT departments of our branch offices to have the error messages on their control monitors read out to us. Since practically all server problems can be detected and remedied remotely now, we have been able to minimize cost-intensive and time-consuming call-outs. That alone is a huge advantage we wouldn't trade for anything."

Green IT ServerView