

“The new storage cluster works perfectly, and we can rely on it to keep the IT we use for our tills, accounting systems and building technologies running 24 hours a day.”

Berthold Benedek  
Authorized Signatory and  
Head of Marketing and HR  
AVITA Resort Bad Tatzmannsdorf

A storage cluster at the AVITA Resort ensures that its accounting, booking and building technology systems remain available around the clock.

#### At a glance

Country: Austria  
Industry: Leisure & Tourism  
Founded: 1995  
Employees: 130  
Website: [www.avita.at/](http://www.avita.at/)

#### Challenge

The multi-award-winning AVITA Resort Bad Tatzmannsdorf in Austria's Südburgenland region – around an hour's drive from Vienna – not only relies on its thermal springs for its business, but also on the continuous availability of the IT behind its till, accounting and building technology systems. Were any of these to fail, the resort could suffer serious financial losses.

#### Solution

A storage cluster split across two sites ensures high availability. If the hardware at one location fails, the other storage cluster takes over immediately. The infrastructure can now cope with the demands of the resort's till systems, office landscape and building technologies.

#### Benefit

- Failproof IT for all applications
- 24/7 service with four hour restoration times for business-critical systems
- Consistent IT infrastructure for all applications

## Customer

Nestled in the heart of the rolling Südburgenland hills, you'll find the AVITA Resort Bad Tatzmannsdorf. It has been one of the most successful companies in the Burgenland region's tourism industry for more than 20 years, employing some 130 people. The attractive outdoor area, complete with natural bathing pond and integrated adventure pool, positions the AVITA Resort as a year-round destination. The Resort's hotel complex is characterized by its distinctive warm colors, stylish fittings and tasteful ambience.

## Products and services

- Storage cluster with 2 x FUJITSU Storage ETERNUS DX200
- FUJITSU Storage ETERNUS DX100 as a reserve
- 6 x FUJITSU Server PRIMERGY RX300 / RX2540
- 40 x FUJITSU laptops and PCs

## Challenge

The AVITA Resort Bad Tatzmannsdorf has been crowned Austria's 'Wellness Spa of the Year' three times in a row. The company sees the award as a reflection of its dedication to its customers, who rely on being able to get in and out of the complex quickly and pay efficiently at the tills, and expect the hotel and spa's building technologies to work flawlessly. The resort's IT platform therefore plays an important role in ensuring that all of the systems which customers interact with work reliably and with low latency 24 hours a day, seven days a week. If it were to fail, so would the access control system and the measurement and control technologies used across the resort. The entire site would grind to a halt.

## Solution

Any IT failures would be critical to the resort, and would quickly lead to financial losses. "We don't want to have to make dealing with the IT system part of our day-to-day jobs, we'd rather focus on our core business – running the spa and hotel," explains Berthold Benedek, Authorized Signatory and Head of Marketing and HR, AVITA Resort Bad Tatzmannsdorf. For this reason, the AVITA Resort has chosen to outsource all of its IT operations with an all-in-one package from Austrian service provider serviceIT GmbH. The company knows that it can rely on Fujitsu hardware. Since the Resort gradually began converting to Fujitsu products in 2011, there have been no serious IT failures in its business-critical systems.

Where originally two systems were mirrored using a remote copy solution to provide reliability, a storage cluster split across two locations in the hotel and spa now forms the backbone of the IT landscape. This not only makes administration more convenient, but also provides a transparent failover option. When the resort was using the remote copy solution, failovers happened with a small delay on the operating system level. With the cluster, this now happens with no noticeable delay on the storage level.

The systems are housed in two separate computer rooms, one in the spa and the other in the hotel. Each room contains a FUJITSU Storage ETERNUS DX200 for data storage and both a FUJITSU Server PRIMERGY RX300 and RX2540 to provide the computing power for the virtual machines. Every application, such as the file server, exchange server or hotel software Protel, has its own virtual server that is kept highly available by the storage cluster. The resort's measurement and control technologies also run on virtual machines.

In total, the cluster contains some 25 virtual servers. A witness server at a third location monitors the entire system. Its job is to see which storage system is online. If its connection to the storage fails, it is activated via a routine. The main advantage of the cluster is that the entire workload, i.e. all of the Resort's IT applications, can run on a single infrastructure.

In particularly critical areas, such as the entrances, hardware redundancy provides additional security. Two touch-enabled tills with POS software are currently in use with one computer as a reserve next to them. If it fails, the drive can be replaced. The tills also now benefit from two of the latest PCs from the reliable ESPRIMO P series. When their maintenance cycle expires, they will be moved to the offices.

## Benefit

The resort's core business is ensuring the wellbeing of its customers. For Benedek, the decision as to whether investing in a second separate storage system would be worthwhile was an easy one to make: customers charge their entrance tickets and any other costs they accrue during their stay to a chip that they carry with them. If, for example, the Resort is open for 12 hours in a day and the IT system fails after eleven, it would lose all of these records and therefore income. This project was not merely about converting to a storage cluster, but rather about sourcing a complete package covering clients, storage, servers and service from a single source. serviceIT GmbH now provides all IT-related and further development services for the resort, aside from hardware maintenance which is covered by Fujitsu. If a hard drive fails, a Fujitsu technician simply comes along and installs a replacement. The resort's managers no longer have to worry about it, and have no need to employ its own IT staff as this entire business-critical area is entrusted to external service providers. The new storage cluster provides further benefits in that all of the company's IT applications can now run on a single platform. This not only provides security for the existing solution, but also offers flexible expansion options, thereby making it a safe investment for the future.

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Email: [cic@ts.fujitsu.com](mailto:cic@ts.fujitsu.com)

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