



*"It is about as painless as it can be. I want to control the environment and iTERA HA for i5/OS lets me do that. And it's easy to use."*

Jeffrey Armentrout, High Availability Specialist, ABC Fine Wine & Spirits

## Business Profile

Company Name:  
ABC Fine Wine & Spirits

Headquarters:  
Orlando, Florida

Industry:  
Retail Beverages

Number of Stores:  
154

- Business Environment:
- 24/7 retail, warehouse and delivery operations
  - Largest privately-owned liquor, cigar, and gourmet food operation in the United States
  - Stores range in size from 8,000 to 10,000 square feet
  - IT is housed in a structure adjacent to a 250,000 square foot distribution center
  - Employs 1,800 people
  - In operation since 1936

Implementation Team:  
System technicians from ABC  
Vision Solutions technical support

Vision Solutions Products:  
iTERA HA for i5/OS

## Critical Issue

The barrage of category four and five hurricanes in the summer of 2005 caused management at Florida-based mega-retailer ABC Fine Wine & Spirits to examine their vulnerabilities. 154 busy retail stores in latitudes as far north as Tallahassee and as far south as Miami could be isolated without access to the company's IBM System i 550, which is housed in the executive office complex next to its 250,000 square foot distribution center in Orlando.

ABC's System i 550 hosts core business applications including Manhattan Associates' supply chain management software, Infinium financials, Kronos Timekeeper, WebSphere-based Web store applications, wireless systems support for store ordering and delivery verification, POS batch processes and others. This system runs 24/7 without an operator. According to Jeffrey Armentrout, ABC's high availability specialist, "Damage to our main office could very possibly take this system off line."

## Results

- Warehousing, distribution and retail operations are all supported by an information system that is far less vulnerable.
- Replication latency is undetectable.
- The primary and backup systems are regularly switched to ensure system integrity and make technicians familiar with the process.
- Monthly rollover and rollback tests result in a maximum of five minutes of downtime.
- Users do not see any noticeable performance differences between the primary production machine and the backup system.
- Replication rates of six to seven million transactions per hour have been observed.

## Technologies

iTERA HA™ for i5/OS®  
Production Server: IBM® System i™ model 550  
Remote Backup Server: IBM System i model 520  
Manhattan Associates™ Supply Chain Management Software  
Infinium™ Financials  
Kronos® Timekeeper®  
WebSphere® ecommerce applications



## Business Challenge

ABC Fine Wine & Spirits ran its 24/7 retail, distribution, and warehousing operations on one IBM System i model 550 server. After the devastating 2005 hurricane season, management at ABC grew concerned that they would not be able to recover quickly enough from a disaster that crippled its data center. For many years, ABC Fine Wine & Spirits relied on a disaster recovery plan that involved restoring their systems from backup tapes.

“The main problem with the Disaster Recovery Center plan was that we could not be sure when we would be able to get back to business,” says Armentrout.

## Solution

ABC weighed the virtues of several System i HA solutions and decided their money would be best spent on iTERA HA for i5/OS. According to Armentrout, “iTERA HA for i5/OS is great technology and the pricing structure is very attractive. When you buy a license for a primary server you can get several backup node licenses inexpensively.”

ABC installed an i520 to act as a backup server. This system operates in a separate building on a different power grid about ¼ of a mile from headquarters. A direct-connect fiber channel with one gigabyte of bandwidth links the i550 and the i520 together and iTERA HA for i5/OS from Vision Solutions faithfully replicates every critical transaction.

Between iTERA HA for i5/OS' use of remote journaling and a one-gigabyte data link ABC technicians report no replication latency. “I have broken the link between the two machines, reconnected it, and watched the backup system catch up at a rate of six to seven million transactions per hour.”

ABC has not yet been forced into a failover situation although system users have spent time on the backup i520 and probably did not realize it, says Armentrout. “We try to do a rollover once a month and the downtime for users is at most five minutes on the rollover and five minutes on the rollback.”

Regarding the ongoing monitoring and maintenance of iTERA HA for i5/OS, he says, “It is about as painless as it can be. iTERA HA for i5/OS really lets me control the environment.”



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