Case Studies

2011

ASL Taiwan offers disk array storage solution to Retail Support

Established in 1990, Retail Support International (Retail Support) is one of the most professional logistics companies in Taiwan. Its goal is building up the "Smartest Logistics", introducing the latest technology & equipment and providing customers with the comprehensive logistics service. As a subsidiary of President Chain Store Corporation, Retail Support is mainly responsible for the transportation and delivery of goods for the chain stores of 7-11, Cosmed, Starbucks, Muji, Cold Stone and VIVA in cities throughout Taiwan, and achieves 7×24 transportation requirement of temperature-controlled goods for chain stores of 7-11. Retail Support Logistics Center now operates at Sanxia, Zhongli, Taizhung, Kuanmiao, Renwu, Hualian, Guanyin, Nankan and Luzhu.

To address the current issue of insufficient space of Oracle database and meet the future needs of virtualization and expansion, Retail Support entrusted ASL Taiwan to offer disk array storage solution. In this project, ASL Taiwan has replaced the old disk array devices for the logistics centers of Retail Support and set up the backup server architecture to remove the old disk array to the backup database. It not only improves the security, but also enhances the restore speed mechanism of the database. In addition, ASL Taiwan has also established a virtualized disk array at Retail Support's headquarters and one of its logistics centers for application in virtualized environment. It can greatly improve the storage space of the logistics system, also prepare for the remote backup among Retail Support's offices in the future. This new storage system can minimize the downtime when the storage space cannot meet Retail Support's needs in the future expansion, also ensure Retail Support is able to continuously offer the 7×24 uninterrupted quality service and keep its policy of "Full Quality Management, Pursuit of Excellent Service".

Retail Support is the long-standing customer of ASL Taiwan. ASL Taiwan has been responsible for the continued maintenance for Retail Support's information security, storage, backup and database. Retail Support entrusts ASL Taiwan as its IT service provider for this project once again, which fully proves that Retail Support is satisfied with the services provided by ASL Taiwan.

HAESL Boosts Strengths and Revenue with ASL's First-rate Network Services

To improve work efficiency and reduce costs, many industries have set up wireless network. Hong Kong Aero Engine Services Limited ("HAESL"), which has long been using wireless network in workplaces, is now implementing an expansion project for the workshop facility Phase-V. HAESL has entrusted ASL to design a high-performance mobilising solution, by

which to carry out brilliant performance.

Cautiously Select Providers for TOP Service Quality

HAESL, a joint venture company of Rolls-Royce plc, Hong Kong Aircraft Engineering Company Limited, and SIA Engineering Company, mainly offers aero engine maintenance services. *Mr. Kevin Ma, Assistant Manager – Information Technology of HAESL*, said, "The new workshop facilities will be utilised for handling major parts of engine maintenances. Hence, numerous data of engine parts will be shared, by which will bring a 20% increase to the company's revenue. Therefore, we have to cautiously select network provider and solutions in order to reach our business objectives". He had consulted three IT services providers, and finally chose ASL and CISCO after considering several solutions.

Why can ASL stand out from others? He said that stability and reliability are very crucial for large-scale IT projects. Therefore, an all-inclusive plan is necessary. In addition to collecting a large number of data from HAESL staff before conducting the comprehensive demonstration test, most importantly, ASL successfully integrated the existing network of HAESL and provided suggestions with high expansibility and cost-efficiency.

Bring the Strengths of Cisco Products into Full Play

The new established workshop facility Phase-V totally covers three floors, which can accommodate 200 working staff, but the costs alone for deploying a fixed network cabling will be extremely high. In view of this, ASL provided an advanced CISCO Wi-Fi wireless network combination with the following two products for the wireless solution to HAESL:

- CISCO 5500 Series Wireless Controller – To optimize the 802.11n network with superb stability and plentiful multi-media cooperation functions.
- CISCO Catalyst 3750 Switches – To adopt the special StackWise technology of CISCO. Not only to provide the stack and interacting capacity up to 32 Gbps, but also integrate various independent switches and establish a unified and flexible switching system.

In addition, ASL purchased 50 CISCO wireless access points distributed to different floors, enabling the network to cover everywhere, while at the same time to provide central management software and excellent maintenance services. The aforesaid solution can satisfy HAESL on its major principles of cost-control and work facilitation.

Reliable Network for Income BOOST

The entire project was started in September 2010, and is expected to complete in May this year. Mr. Ma is very satisfied with the project as ASL has fully expanded the strengths of CISCO's network and has flexibly integrated the equipment, network, technical staff, and aero

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engine maintenance services to an ultimate, safe and reliable wireless network environment. In particular, ASL has assisted more than one thousand HAESL staff through the management software. He emphasized, "The engine maintenance business involves mutual cooperation amongst numerous working sites and teams. Only by leveraging wireless facilities can cope with this kind of highly mobile and cooperative environment, to share critical information instantaneously, and to help facilitating the future company's growth."

ASL Increases the Advantages of HAESL

Solidify income	Aero engines maintenance services are working smoothly through the stable and reliable CISCO's high-performance network.
Improve efficiency	The overall work efficiency is increased. CISCO's network widely supports all types of mobile apparatus, accesses SAP data, email and website services.
Strengthen security	Disclosure of confidential data can be avoided with the security authority added, including firewall, encryption of files, and access gateway.
Simplify management	Management cost can be reduced with the seamless management software, by which can monitor the network and apparatus conditions, maintenance service can be provided by ASL whenever needed.
Stabilise wireless network	The high-speed wireless network is stable, reliable, and can be connected to the networks of other workshop facilities for better cooperation.

Provision of Application Performance Management for Sun Hung Kai Securities Limited's Online Trading Platform

Sun Hung Kai Securities Limited ("SHKS"), a member company of Sun Hung Kai Financial, offers a broad range of retail brokerage products and services to customers. In order to enhance customer service, the company offers one-stop investment service including state-of-the-art online trading system, automated phone trading system and operator assistance service. Its branches spread through Hong Kong, Macau, Mainland China and Singapore.

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SHKS's web-based trading system allows customers to execute real-time trading, access their own portfolios and view e-statements instantly. To ensure high volume of transactions is processed with extremely high speed and perfect accuracy, SHKS entrusted ASL to maximize the performance of the original web-based trading system.

ASL plays the role of design and installation of CA Wily Introscope architecture, a software for Application Performance Management (APM), customization of Introscope agent software for IBM Websphere and Oracle Weblogic application servers with 3-year maintenance and training services. The entire architecture raises the service level of on-line trading system through constantly diagnosing, ratifying and reporting performances of different applications. ASL also looks deep into the cause of each issue to fine-tune performance of application and Introscope servers. The project was commenced last August and successfully completed in April this year. In addition, SHKS has also set-up a proactive management system for its mission-critical web application. It helps detect performance issues for online trading system.

ASL Upgrades Entire Email System for MTRC

Undeniably, Email system has become one of the most critical IT services in MTR Corporation (MTRC) in accordance with a business impact analysis conducted for business continuity planning. Various critical email services are counting on the corporate email system.

Challenging Email Outage

After the MTRC and Kowloon-Canton Railway Corporation merger in December 2007, dimension and complexity of the email system were significantly increased with doubled number of email mailboxes. The email system size is also growing rapidly every year in terms of mailbox quantity and size with a total of 25 servers working together in Hong Kong for different email services. Hence, the original email system is reaching the capacity threshold of the existing email system architecture, which hinders email service performance and stability, resulting in the increasing risk of email outage. Enhancement of email system was urgently required to mitigate the risk of email outage.

The New Email System – High Speed, Highly Secured

In October 2010, ASL was entrusted to supply, re-design and implement a new corporate email system and an associated IT infrastructure on top of the original email system architecture. The new email system should be in high availability, high capacity and performance, secure and has disaster recovery (DR) fail-over functionality. In addition, ASL was responsible for establishing new interfacing systems in both primary production and DR sites. The system

included a high speed data network, gateways for Internet access, anti-spam, anti-virus, a line of mobile e-mail and smart-phone devices, fax, and email for remote offices. All email accounts were also migrated into a single operation system domain to ensure high usability of the new email system.

The project is expected to be completed within 12 months. With a more advanced email system, over 10,000 end-users of MTRC will benefit from faster response time and to send and receive emails with sizable attachments. The new email system is not only well-equipped with on-line email archiving function, but also capable to accommodate and manage large mailboxes much efficiently, eliminate system memory fragmentation and hence reducing the frequency of system corrective maintenance activities. The switchover time from a primary server node to secondary would be shortened from minutes to seconds, which would help reducing down time during corrective maintenance. This helps to ensure business continuity and minimal disruption to business.

Upon completion of the project, MTRC will be able to continue the pursuit of 99.9% email service availability, therefore, accelerating workflow and enhancing overall operational efficiency, which will bring a reliable, on-time and convenient quality services.

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