

Profile

Since their inception in 1983 as Arrow Webtex, they have been manufacturing Elastic and Non-Elastic Tapes. Arrow Webtex has grown steadily and gradually, expanding their capabilities as a Garment Trim Supplier by adding Woven Labels & Printed Labels in 1992.

Arrow Webtex has been perfecting systems on these very abilities. They process more than 85 orders a day for customers in and around India and have produced more than 10000 different items.

Arrow Webtex Ltd. (AWL) has in-house facilities for weaving & printing elastics. They have their own designs for customers to choose from or can make new designs as per given specifications.

They are also smartly IT equipped with ERP systems to facilitate their distribution network for 100% online product movement, information and control.

Challenge

Arrow Webtex faced recurring bandwidth and network connectivity and speed issues, besides having to maintain their Datacenter. Also, the backup was not in place

Solution

Our group company co-located Arrow Webtex's Server to its Datacenter facility and provisioned excellent services.

Business Challenge

Arrow Webtex Ltd. (AWL) has more than 78 branch offices in India. Before coming to us, they had their own Datacenter at their head office and all the remote branches were connected through local ISPs. The servers ran mission critical ERP facility Application running 24x7.

Bandwidth and network speed were two major issues for each branch. Other than this, the IT department had to maintain power and cooling facility for their DC. They had to recruit special IT persons to look after servers and DC facilities at their head office as well as remote offices. They had to look after routine backup which was a critical task.

They were looking for the facilities of Datacenter & expertise to maintain their ERP under one roof. They were looking for a provider who could understand their business needs, and at the same time, also deliver the infrastructure as well as the expertise required to keep their application available to all their different offices in India.

Solution

After understanding their requirement thoroughly, the following solution was provided to Arrow Webtex Ltd.

1. Datacenter (Tier III) facility to co-locate ERP servers and applications
2. RF Point-to-Point connectivity is provided and monitored by us, which is from our datacenter to Arrow Webtex Ltd. office.
3. We are offering the online / offline scheduled backup of all ERP servers to Arrow Webtex Ltd.
4. 24 * 7 Monitoring of ERP services and servers, storage and other devices.
5. Scheduled maintenance operations and tasks are conducted by us.
6. We are also providing the high end ISP backend and Public IPs to ERP servers for remote application access and administration.
7. We have guaranteed 99.95% uptime.
8. Oracle DBA for ERP technical support

Solution Benefits:

As we already had an all-in-one solution for major datacenter services, AWL joined us to reap benefits of these services. AWL servers are collocated to our premises and all the remote branches are connected to these servers. As the distance between AWL Head Office and our DC is feasible for wireless connectivity, wireless network connectivity between these two points has been established which saved leased line cost. Here we are also playing a role of ISP which is acting as a single point of contact. The stress and workload on IT staff also reduced greatly. AWL has benefited from having routine Software and Application Data Backup services provided by us.

Following are the major facilities through which AWL has been saving huge IT costs:

1. We offer state-of-the-art Data Center (Tier III) facility to co-locate ERP servers.
2. Power with N+1 Chloride UPS
3. N+1 air conditioning with generator power backup
4. Multiple Cummins Diesel Generators
5. Fire Detection using VESDA and smoke detectors
6. FM200 fire suppression
7. Multiple fibre-optic ducts in premises
8. Ring cabling path till access layer switch.
9. 24 * 7 NOC, support team and security operations
10. The complete redundant and high availability environment for deployed ERP applications.
11. Complete control and access over collocated server with KVM-IP or terminal access.
12. We have implemented Cisco anomaly guard and detector modules integrated with core router to mitigate the DDoS attack.