



### Industry

Cattle Marts and Auctioneering

### Company Size

30 employees

### Challenges

- Minimise downtime by reliably managing critical IT infrastructure, applications and data
- Protect vital data associated with transactions, operations, and government compliance
- Future-proof all systems with latest technologies to meet future needs demanded by the market

### Solutions

- IT Facilities Management from DB Computer Solutions
- DB Computer Solutions Hardware refresh, VPN, LAN systems and ongoing support
- Ongoing data backup / Virtualisation and cloud technology

### Results

- Reliable Five-9s support dependability
- IT facilities management keeps pace with new compliance and customer demands
- Increased agility and flexibility future-proofs IT services
- Daily backup fully protects critical data assets
- Cost-effective service pays for itself

## CENTRAL AUCTIONS

### SUPPORTING IT INFRASTRUCTURE WITH RELIABLE FACILITIES MANAGEMENT SERVICES

The result of the merger among Nenagh, Birr, and Roscrea Co-Op Marts, [Central Auctions](#) was established in 2005 as a farmer-owned Co-Operative. With 1500 shareholders and a tradition of serving the needs of customers dating back over 50 years, the Co-Operative's livestock centres in Birr, Nenagh and Roscrea are noted for the professional sale of Commercial and Pedigree cattle and sheep. Central Auctions also provides auctioneering services for property, land sales, lettings and valuation.

Due to the nature of its business the Co-Operative's IT infrastructure, and the applications and data it manages, are critical to daily operations. IT systems downtime is not an option: outages could unacceptably disrupt sales activities as well as the Co-Operative's customers, its buyers and sellers. For those reasons dependable IT facilities management is of vital importance.

### CHALLENGES

Since the early 1980s and the replacement of manual systems with technology-based methods, Central Auctions has come to rely heavily on its IT infrastructure and related data assets. Mission critical auctioneering and mart software captures transaction data including animal weight, the number of movements / owners, breed, sex, and related information. That data is important because it can determine the price paid by buyers, as well as the price new owners will eventually receive when animals are sold for slaughter.

Central Auctions must also comply with stringent Department of Agriculture legislation: when animals are sold by Central Auctions, new owner detail and related data must be immediately migrated to the Department's database.

In addition to this transactional application, Central Auctions infrastructure must also safely manage financial, accounting, HR, email, and communications applications and related data.

Central Auction's IT infrastructure comes into its own on sales days. Up to 1200 animals, as well as a few hundred buyers and sellers, gather to trade. All trading details, including prices paid, moneys owed between parties – as well as the electronic transfer of balances between the Co-Operative and these customers – are expedited by IT infrastructure and applications.

"Failure of our IT infrastructure is not an option," says Matt Malone, Central Auctions CEO (retired). "To ensure reliability and always-available applications, we recognised the need to partner with a trusted IT Facilities Manager."

## THE SOLUTION: CENTRALISING IT SYSTEMS

For the past 9 years, DB Computer Solutions has provided Central Auctions not only reliable IT Facilities Management services, but also an extensive range of robust IT solutions.

As a start, DB Computer Solutions replaced older legacy IT systems hardware with a fully centralised IT solution. Primary servers were deployed at Central Auctions' Nenagh headquarters to manage centralised applications and databases. Satellite servers located in Birr and Roscrea were networked via a Virtual Private Network (VPN) for quick access to that centralised resource.

Since the original deployment, DB Computer Solutions has refreshed hardware and added Virtualisation resources, including Microsoft Hyper-V, to manage and quickly create new virtual machines. Virtualisation significantly supports the efficient use of IT compute, storage, and memory resources, while increasing agility, minimising time-to-market, and decreasing ongoing operating and administrative costs.

"DB Computer Solutions has consistently deployed new technologies that enable us to meet market expectations," Matt observes. "Their know-how has allowed us to best serve the interests of our shareholders and the customers we serve."

**"DB Computer Solutions support engineers give us 99% reliability. I trust them implicitly for that reason alone."**

Matt Malone  
CEO (retired), Central Auctions

Central Auctions centralised IT infrastructure has proven reliable, with high levels of up-time and data availability. Fast connectivity ensures all users instantly access centralised data and applications, while compliance is made easier because required data is reliably migrated to the Department of Agriculture.

"Since deployment we've only had one significant outage which occurred during a sales day," Matt says. "However, the quick action by DB Computer Solutions facilities management engineers meant we minimised disruption and successfully completed the day's activities."

## FIVE-9'S IT FACILITIES MANAGEMENT RELIABILITY

High levels of IT support and response are critical to the smooth running of Central Auctions. For that reason, DB Computer Solutions conducts periodic preventative maintenance. During health checks, hardware is inspected to ensure optimal operation. Additionally, software receives required patching and upgrading to enhance application responsiveness and data availability.

Should the Co-Operative's IT infrastructure experience a problem, DB Computer Solutions Facilities Management engineers first attempt to resolve the issue remotely. If that fails, an engineer makes a personal onsite visit.

"The response times from DB Computer Solutions engineers is exemplary," Matt says. "If an onsite visit is required, engineers will be here within 1.5 hours, well within their Service Level Agreements."

“But more importantly – their engineers accurately understand the critical nature of our systems and what they mean to our business. They have never let us down and I can only describe their dependability as excellent.

“DB Computer Solutions gives us 99% support reliability. I trust them implicitly for that reason alone.”

### **DAILY BACKUP PROTECTS DATA ASSETS**

Central Auctions also relies on DB Computer Solutions Backup and Data Protection services to protect vital data. Matt explains that to meet compliance, all critical transaction data must be held for a minimum of 7 years. For that reason alone, data corruption cannot be tolerated.

For full protection, up to 10 Gigabytes of vital Central Auctions data is backed up daily to two sources. A physical backup migrates all data to secondary backup storage infrastructure in the Nenagh headquarters. A secondary backup is made to secure cloud storage. Backup redundancies promote data protection and safeguard the Co-Operative's vital data assets.

“The loss of valuable data is unthinkable,” Matt observes. “Data Backup from DB Computer Solutions is highly reliable and gives us peace of mind.”

### **MEETING RIGOROUS DEMANDS**

Matt concludes by noting how satisfied he is with IT Facilities Management from DB Computer Solutions and why he would recommend them to others. “We first chose DB Computer Solutions because I believed that compared to others they knew what they were about. Their combined services allow us to meet the rigorous demands of storage and backup, as well as the compliance and sales standards we require. They enable us to keep pace with regulatory demands and the demands of our customers and buyers.

“Their services have saved us money because it pays for itself with reliable IT infrastructure. DB Computer Solutions have met and honoured their requirements in a highly efficient dependable manner. That's always been our experience – which is why I so very highly recommend them.”

## **CONTACT US**

To learn more about DB Computer Solutions and our wide range of capabilities, please contact us:

Tel: 061 480 980

Email: [info@dbcomp.ie](mailto:info@dbcomp.ie)

Or visit us at [www.dbcomp.ie](http://www.dbcomp.ie)

The contents of this case study are the property of DB Computer Solutions Ltd, Limerick Business Complex, Raheen Industrial Estate, Raheen, Limerick, Ireland. Copyright DB Computer Solutions Ltd 2017.



**sage** Strategic Partner