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●●● Advocating and demonstrating real added value as part of the solution selection process should be an integral part of the tendering process. Unfortunately with ever tightening IT belts, the advantages, knowledge and skills an established reseller can bring the process is often being overlooked in favour of short-term, low cost purchasing. The availability of a one-stop, integrated resource such as Exquip, that is small enough to care and large enough to cope with the variety of enterprise IT issues and support, provides senior IT managers with a readily available review and immediate feedback on the performance of all infrastructure components against the monies spent. The advantages are clear for all, but it seems purchasing decisions are being blinded by bottom line targets

# EXPRESS

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# COMPLIANCE RELIANCE

●●● As industry braces itself for a flood of new regulations, Exquip has the resources and knowledge in place to alleviate all the anxiety of dealing with stringent bureaucracy.

Corporate accountability, regulatory compliance and legal risk management are key challenges for every organisation with valuable and vulnerable stored data. Executives need to be aware of how compliance regulations differ from Europe and the USA, which procedures they need to have in place and that these internal controls produce trustworthy electronic records.

Data retention and retrieval plays a large role in compliance because of mandatory time scales and audit availability. Integrity of data is impacting everyday on more than just the traditional regulated industries. The challenge companies will face is with the amount of data being stored and replicated to alternative sites. Business critical data will need to be secured to high-end storage systems that can deliver 100% guaranteed data availability, such as Hitachi's Freedom Lighting 9900TMV series running IXOS-eCONserver software for email archiving.

Only one in five businesses are said to be fully compliant. So how does a company prepare a pain free and defensible compliance strategy.

**Integrity of Data.** Providing proof of authenticity and showing data has not been altered.

**Appropriate Retention.** Retaining individual records for the mandatory time period.

**Traceability.** A transparent history of accessed data.

**Encryption.** Secure data that ensures privacy and security.

**Disposal.** Recorded destruction of data at the appointed time.

The value of correct compliance includes saving time, reducing costs and increasing customer satisfaction, whilst maintaining the ability to act decisively at all strategic, operational and production levels.

For many companies the best option will be to appoint a compliance champion working closely with a solutions partner such as Exquip, that understands how to implement the necessary processes, systems and technical resources.

Most organisations will notice little difference in their day to day working practices, as long as the right systems and technology are in place behind the scenes to facilitate compliance. Roger Taylor Managing Director of Exquip is well aware of the compliance issues faced by his clients. " Organisations are unsure of which compliance issues impact on their business. It's an area that requires close scrutiny before any procedures can be implemented. Exquip in conjunction with Hitachi Data Systems have the resources, product and knowledge to recommend the correct storage solutions to address their concerns whilst allowing users complete autonomy over their storage network."

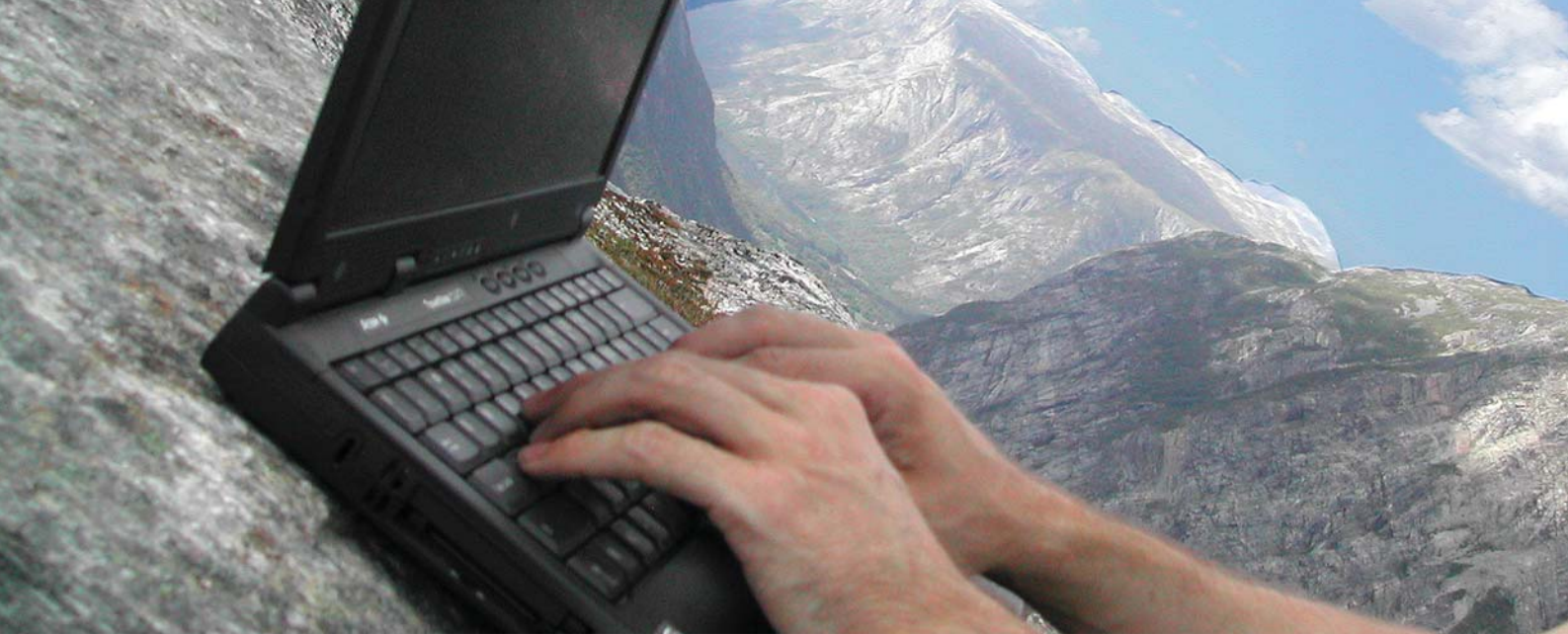
## New wave of stringent industry regulations

Amongst the flood of compliance issues, the most prominent are Basel II and Sarbanes-Oxley which will have long term significance on the data retention and disaster recovery requirements within the financial markets.

Management procedures required by Basel II will impact on every tier of the international financial markets. Banking groups and financial institutions, will require the adoption of stricter internal risk management methodologies, supervisory reviews and market discipline to enhance their risk management and measurement capabilities. To ensure compliance practices for tracking and publicly reporting exposure to credit and market risks will need robust systems to support the collection, storage and analysis of exponential amounts of data.

Signed into US law in mid 2002, the Sarbanes - Oxley Act (SOX) aims to protect investors by strengthening overall business operations, whilst improving the accuracy and reliability of corporate disclosures.





# EXQUIP EXTENDS ADDED VALUE

●●● Track every aspect of your project purchase for free, on-line and in real-time.

Clients automatically get free access to Exquip's unique Customer Relationship Management package, Project Manager, which enables them to track the progress of their project purchases.

As an integral part of Exquip's administration systems, aimed at improving in-house efficiencies and ultimately improving service to our customers, Project Manager is held on a secure server and accessed by a unique username and password.

Exquip Web Designer Darren Moore says: "Exquip Project Manager allows customers to track individual projects or view their complete project history. One User Name and Password offers true 'follow the sun' tracking for projects. Ideal when working on a project that could have any number of other colleagues involved in the purchasing process."

Processed orders can be tracked through each stage from purchase order receipt, acknowledgement, part testing, transit and on to delivery.

The systems Order Tracking Module is updated in real time and allows clients to check the status of their order, any time, from anywhere in the world. Customers can match time and budget expenditure against projects with greater accuracy by getting the latest information on project progress.

Project Manager lists comprehensive details of a project with number, part descriptions, individual part prices and overall value and provides complete transparency and accountable management by identifying the account manager responsible for your order.

Darren concludes "Project Manager facilitates the flow of information between individual account managers and customers and plays an important part in improving the service Exquip provides to IT users and enhancing our already excellent reputation. Finding the information clients need quickly and easily by tracking their projects online, saves considerable time by eliminating the loop of faxing or e-mailing for quotation details to multiple locations."

## Gold shines even brighter

In the midst of today's 24 hour service culture, utilities, industry and financial markets are dependent on the delivery of reliable IT performance every hour, of every day of the year.

So to take account of the importance to any enterprise of maintaining high levels of operational IT functions, Exquip have upgraded its Olympic Gold Service to include on-site service coverage for public holidays, without any additional cost to the current service level agreements.

Olympic Gold Service Levels already provided weekend on-site service coverage, so this latest benefit gives our customers true 24/7 365 4 hour on-site response with full spares replacement, reflecting the commercial and service environment in which they work.

Service Comparator	Sun Gold	Exquip Gold
On-site Coverage	7am-7pm M-F	24/7 365 days
On-site Service Response	4 hours	4 hours
Parts Replacement	By Sun	By Exquip
Online & Telephone Technical Support	24/7	24/7
Online & Telephone Technical Response	Next available Engineer	Next available Engineer

Exquip's Olympic Support Service levels have always offered exceptional value for money, but now with this upgrade, Olympic Gold customers get more reliability, more coverage and more service at even less cost.

Compared with Sun's own Gold service level, which leaves Sun users vulnerable at weekends and bank holidays, Exquip's Olympic Gold Service Level demonstrates a true commitment to real added value for our customers.

When things do go wrong they tend to go wrong at the worst times, even the most hi-tech industries. Murphy's law is universal, ask anyone trying to get a plumber on a weekend or bank holiday

# RESELLERS OFFER BETTER LONG TERM VALUE ACROSS THE BOARD

●●● It's all about relationships as Exquip's Russell Bartley explains. The reseller's proven experience brings long term business value, that far outweighs any short-term savings.



The reseller is a trusted partner that can provide

business with all the tools, support and advice to enable work to be done more quickly, more efficiently and more profitably. But within a contracting business environment the long term value of these qualities can lose out against the short term gain of paying less per MB.

## Customer Focused Commitment

Resellers are vital in helping IT managers implement and support an existing infrastructure by delivering tailored consultation, hardware, software and training bundles that are entirely based on their knowledge of a client's business. The costs comparisons between mature technology and commodity often leave the most aware IT manager struggling to justify the right purchasing solution. The reseller partner offering a completely integrated service goes beyond simply meeting all the technical criteria. By pointing out the hidden costs of implementing a solution purely based on the "£ per GB" scenario with facts and figures that are based on an understanding of the client business practice, the true total cost of ownership and the expected ROI can be forecast accurately for a specific period.

Russell Bartlett, Exquip's Sales Director makes the case for reseller involvement. "A reseller such as Exquip, with proven experience and methodologies, is always keen to support clients proactively with solid advice, guidance and solutions that address specific business needs.

When the sole intention of tendering is to determine least cost, at the expense of the experience and skills we can bring to a purchase, the whole process can become a waste for all concerned."

## Solid Value Proposition

The short-term solution is always the price tag, but there is a great deal to be said for taking the longer view. IT has become the most crucial and some would say most vulnerable part of any organisation.

Russ points out. "A failure in technology to perform, for just a short time, can literally cost an organisation thousands in lost revenue. When Exquip sits down with a client we take broad view of the current IT set up, where its is now and the information it will need to deliver in the future. A crucial factor in this process is to build in safeguards and insurances against any system incompatibilities.

Becoming mired in bottom line targets can allow little thought into developments and requirements that may have future impact. Those responsible for buying IT are playing a risky game if they ignore or fail to utilise the talent base available from resellers such as ourselves through

## Tips for choosing the right reseller

- A reseller will help you define and set objectives that may enable you to accomplish your goals through system improvements alone.
- A reseller can identify achievable qualitative and quantitative goals and use that information as the basis for your ROI.
- Your company's application requirements may have several unique elements that a reseller will identify to ensure functionality in the overall operating environment.
- If the worst happens and applications fail a reseller will have built in support practices to ensure you can continue working.
- A reseller will responsibility for the whole project and be committed to helping clients achieve their business objectives more quickly and with less stress.
- Partnering a reseller gives you the benefit of technological expertise and personalised proactive customer service.

a failure to comprehend the longer term implications to their business of technology they're buying now."

## Co-ordinated Expertise Equals Quantifiable Results

Choosing to partner with a reseller who is going to be around to offer support and advice as the industry becomes overwhelmed with product and regulation offers a distinct business advantage. But without visibility of the quality of service delivered, the benefits of a substantial investment in any IT or storage infrastructure cannot be seen and the effort in ensuring optimal performance will never be appreciated.

Russell is convinced that this visibility can only come through working closely and proactively with customers. "Exquip is a one-stop, integrated resource that is small enough to care and large enough to cope with the variety of enterprise IT issues and support. Working through the channel provides senior IT managers with a readily available review and immediate feedback on the performance of all infrastructure components against the money they spend.

The close relationships we have built up within the industry over many years mean our customers don't make costly decisions based on inaccurate and poorly gathered information. Working together, with both partners bringing their unique insights and expertise to address system requirements, the Exquip/customer relationship becomes crucial to reaching business goals and maintaining a competitive advantage. Put simply 'reduced risk equals enhanced experience.'"

Russ concludes "Exquip is here to champion the end-user's actual needs amongst a plethora of technologies, a role that provides vendors with important feedback on what tools business needs to get the job done now and in the future. Optimising and guaranteeing the performance of business-critical applications, systems, storage and support in ever changing environments can only be accomplished by focussing on the end-user's individual experience and response. It takes considerable ability and market experience to bridge the gap between end-user objectives and vendor priorities. Valuable assets which Exquip has taken years to amass and is proud place at the disposal of their clients."





# INCREASING RETURNS

●●● For charities and non-profit organisations, controlling and getting the most out any financial investment across the business is vital, and IT spend is no exception.

Coping with the IT challenge and how much to spend on it is a continual issue for voluntary organisations as they seek to leverage existing investments and ensure a solid return on investment from any new spend. Faced with ongoing questions like "How much should I budget for IT maintenance?", "Can our database cope with the new data protection law?" and "Can I reduce IT management costs?", charities and non-profit organisations need to ensure resources are managed in the most effective way in order to make the biggest possible impact in their charitable work.

In order to centralise and streamline its data and reduce management and IT investment costs, the Royal Society for the Protection of Birds (RSPB) is working with independent storage integrator, Exquip Network Services and storage vendor, Hitachi Data Systems, to consolidate its server and data storage infrastructure. A new Storage Area Network (SAN) has been implemented, which RSPB estimates will save 20 per cent in reduced capital and reduced management spend.

## The Royal Society for the Protection of Birds

A charity with one million members, 9,000 volunteers, 1,300 staff, 180 nature reserves, 10 regional offices and four country offices, the RSPB exists to conserve wild birds and the environment. It has one vision and that is to work for a better environment rich in birds and wildlife.

## A convoluted technology environment

In order to cope with the charity's growing server and data storage needs, the RSPB traditionally added IT resources and technology whenever necessary to address its increasing requirements.

The RSPB's Direct Attached Storage (DAS) infrastructure created a complex and uneconomical architecture that was difficult and costly to manage and upgrade. According to Gregor Waddell, Infrastructure Manager at the RSPB, the charity faced two challenges: "Firstly, we needed to consolidate our applications onto a reduced number of large servers, and secondly, we needed to consolidate our storage infrastructure.

We wanted to decrease our total cost of ownership by reducing capital spend and management and maintenance costs. By centralising our data storage, we could also increase our flexibility to add to or change our storage requirements in the future, as and when it might be necessary."

## Choosing an independent storage integrator

The RSPB chose independent storage integrator, Exquip Network Services, to advise on the best server and storage solution, following a review of its situation in xx 2003.

Explaining why the RSPB chose Exquip, Gregor Waddell says: "We have worked with Exquip in the past and they have always delivered both solid consultancy advice and practical, cost effective solutions best suited to our needs. Although we looked at a range of suppliers, Exquip provided us with the best solution that addressed both our current requirements and future needs as the charity's requirements change. In a nutshell, it really helped us understand and formulate the right server and storage strategy."

## Opting for a Storage Area Network (SAN)

Following a review of the RSPB's current IT architecture, Exquip Network Services advised on a SAN solution using SUN V480 servers and Hitachi Data Systems 9570 disk arrays.

Together, according to the RSPB's 'Consolidated Server and Storage Cost Benefit Analysis', the complete solution is estimated to produce a 20 per cent saving in financial year 2003-2004, covering reduced capital spend and reduced effort spend.

## The next phase – consolidated disaster recovery and business continuity

Moving forward, during the next six months the RSPB is looking to consolidate its disaster recovery and business continuity solution, by implementing a Hitachi Data Systems SAN array in a remote site outside of its headquarter location in Sandy, Bedfordshire.

# RESTORE AT LIGHTNING SPEEDS

- For customers worried about escalating data volumes and the expense of effective and speedy appliances, Exquip could have the answer with a low cost disk based backup and recovery solution from Overland Storage.



Bringing real benefits to our customer's is what Exquip is all about. With the REO series of Disk based backup and recovery solutions from Overland Storage, we believe we have the right product at the right price for eliminating the delay, expense, and burden of backing up and recovering critical data.



The REO 4000 is the highest-performing disk-based backup and recovery appliance on the market. It combines the flexibility, ease of integration and cost-effectiveness needed for immediate data recovery with the ability to easily move backup data to tape for long-term retention.

For its cost the Reo series has an impressive specification including:

- Raw Capacity 8 250GB SATA disk drives (2TB native capacity each)
- Backup Performance Up to 300 GB/hour
- Hardware Two GbE Ports (RJ45), one Management Port (RJ45)
- Software 16 MB REO Softkey™ (standard USB interface)
- GbE Storage Protocol 1GB Ethernet/iSCSI, 2GB optical fibre channel

This low cost disaster recovery solution is proving popular with IT professionals looking for a way to maximise efficiency, reliability and affordability as Darrell Arnold at Exquip explains.

"I believe this is a smart way of working as backups can tie up resources which could be more usefully employed. With Reo, simply by adding disk to your backup scheme, you get an accelerated data backup and recovery appliance that gives you an immediate increase in restore speed at a lower cost per volume ratio."

For information about integrating this and other backup and recovery solutions into your storage infrastructure contact [sales@exquip.com](mailto:sales@exquip.com).

## Improved enclosure security and protection from Exquip

Often little consideration is given to the containment space that that IT equipment is to occupy. Protection of sensitive components from dust and air pollutants in even the cleanest environments is a significant factor in maintaining the longevity of any infrastructure. Security and access issues also require serious forethought when locating racks of multiple servers. The Sun Safe System vault, a high security enclosure designed in conjunction with Sun Microsystems by Cross-guard, specifically for the protection of Sun servers is just one of a wide range of data centre security cages, racks, cabinets and furniture that Exquip provide as part of their overall portfolio of products.

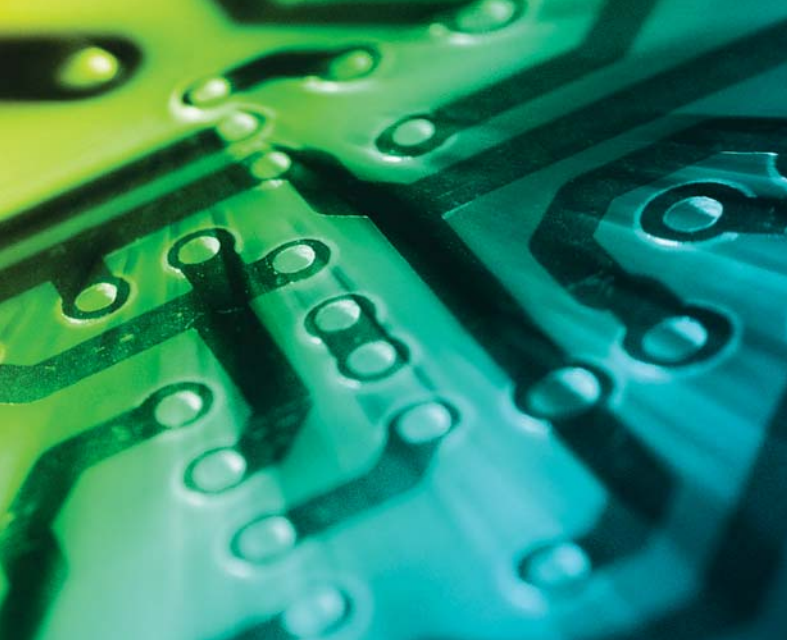
Tested and approved by Sun Microsystems, the safe system vaults are only a fraction wider than the servers, assembled on site and built up around existing servers which keeps any downtime to minimum.

Constructed from steel box section with no visible fixings this vault provides not only protection but also a fully vented environment that enables the server to be maintained at the correct operating temperature. Certified to LPS1214 Security category II ensures that this product is fully tested and continually audited in order to meet the stringent LPCB standards.

Exquip and Cross-guard can provide the complete package of design, manufacture, install, and other extras for the Sun Safe System and other standard 19" server safe enclosures.

Traditional pillar racking with cage security and access control secured with roller doors that allows easy access and optimises valuable floor space is also available, as is modular cage suite suitable for security and demarcation within an environment where restricted access is required.





### ●●● ADAPTING FASTER – HP SERVERS

For IT departments rapidly running out of rack space and paying a premium for co-location, HP has introduced the new Integrity Servers based on the Itanium® 2 1.5 gigahertz processor. These new servers bring unprecedented performance and flexibility for Windows, Linux and HP-UX, considerably cutting the cost of maintenance.

#### The Integrity Superdome

HP's high-end addition to the family of Itanium-based solutions, utilising the 1.5 GHz Intel Itanium 2 processor. The HP Integrity Superdome server provides the added benefit of being the only high-end server available worldwide that can simultaneously run Unix (HP-UX) in one partition, Windows Server 2003 Datacenter Edition in another, Linux in another, and OpenVMS in yet another partition, when it is qualified for Superdome, in the future. As a result, the Integrity Superdome provides the flexibility to be re-purposed, as future business requirements change. In addition, companies can reach a higher level of consolidation by being able to run multiple operating systems concurrently.



#### HP ProLiant Blade Servers

HP's next-generation ProLiant BL20p blade server is the first to deliver Intel® Xeon™ 3.06-GHz processors, complete with 533-MHz front-side bus. The updated BL20p blade server outperforms IBM's latest blade offering in each of three important benchmarks – Microsoft® Exchange 2000, SPECweb99 SSL and the SAP® Standard Application Sales and Distribution (SD) Benchmark. ProLiant BL architectures act like a mini-data centre within a single rack, providing utility-like functionality and rapid deployment and re-provisioning of resources as demands change.



#### HP Integrity rx2600

With Intel Itanium 2 processors at 1.5 GHz with 6M L3 cache, 1.3 GHz with 3M L3 cache, 1.4 GHz with 1.5M L3 cache, or 1.0 GHz with 1.5M L3 cache and up to 24 GB of memory, the 2-way HP Integrity

rx2600 server helps users achieve more performance, improve business processes and manage their IT more efficiently.

The server empowers technical computing users to do more simulations, do more in depth analysis, run complex models faster and render high-quality images with optimised performance.

### ●●● DATA LIFECYCLE MANAGEMENT SOLUTIONS

Hitachi Data Systems has unveiled new e-mail archiving solutions—powered by IXOS software—designed for addressing increasing regulatory compliance requirements.

To help business compliance Hitachi Data Systems is offering two e-mail archiving solutions. The Message Archive for Compliance, which enables companies to retain an unalterable archive of e-mail and instant messages for fixed time mandated regulatory requirements, and the Message Archive for E-Mail, which removes size-limits from user e-mail boxes.

Managing unstructured content requires a new, solutions-based approach that addresses the regulatory compliance challenges facing customers.

"Hitachi Data Systems has taken a strategic look at integrating products and services to provide e-mail management today, and broader unstructured content capabilities in the future," said Ken Beaudry, Senior Vice President and General Manager, Global Solution Services, Hitachi Data Systems.

#### E-mail Archiving Solutions

The Message Archive for Compliance solution is fully indexed and searchable, allowing companies to efficiently respond to audits, discovery requests or other situations where prompt delivery of unaltered email is critical. The Message Archive for E-mail removes difficult-to-administer e-mail inbox size limits. Administrators and end users can establish archival rules that migrate messages from primary to secondary storage yet preserve the client interface—making archived e-mail readily accessible, searchable, and retrievable. Both e-mail archive solutions introduced today are built on the industry-leading Hitachi Lightning 9900™ V and Thunder 9500™ V Series storage systems and IXOS-eCONserver software for message archiving.

For more information on these and other SAN hardware and software email [sales@exquip.com](mailto:sales@exquip.com)



## A ROBUST PERFORMER

Valetines Day saw the start of this years BTRDA Gold Star Championship Rally Season. Roger Taylor Exquip's MD and co-driver Bill Robertson driving a Ford Escort MK2, have a gruelling but enjoyable ten months ahead chasing glory in the Dunlop Silver Star Championship for two wheel drive cars,

The Ford Escort Mk2 carrying the Exquip Team has undergone a lot of preparation work for the long season ahead and has so far proven a reliable vehicle with high performance levels. In rallying circles the Escort has always been regarded as one of the best two wheel drive cars in its class for performance in forests and on the gravel. Renowned for its robust nature and handling, the Escort Mk2 is one of the most popular choices in the sport with spares readily available and mechanical problems easily rectified on or off the track.

Sponsored by Hammer plc and Open PSL the car faces a strong competition for places with over thirty cars battling for places.

### ●●● TOP OF THE CLASS

The end of three gruelling rounds of sees Roger Taylor and co-driver Bill Robertson lying top of the B10 class 12 points ahead of there nearest rivals in the class.

The latest round was the toughest test yet. Oliver's Mount an old motorcycle track and forest stage near Hull, saw Roger overcoming a number of mechanical setbacks to be given the "Spirit of the Rally award for his perseverance and despite being a rally novice.

Problems began in the first round with the starter motor falling off, then continued

throughout almost all the other stages. After replacing the starter motor before stage two and just a quarter of the way through the stag, the exhaust split from the manifold. Besides losing 40% of power from the engine, the noisy manifold made hearing instructions from the co-driver impossible, so the next two stages had to be negotiated without reference to any place notes.

Stage 4 saw the throttle stick wide open as Roger hurtled into the first chicane. Skillful manoeuvring averted disaster and using the gearshift and handbrake Roger finished the stage, brakes on fire and about half a stone lighter.

A make-shift throttle cable was engineered but this snapped, so in order to continue Roger had to drive with a cable running from the throttle, out of the bonnet and through the drivers window and wrapped around his hand. In effect controlling the acceleration with one hand, whilst steering with the other.

This make do and mend engineering saw the car through to stage 7 but one final bit of misfortune struck. As Roger and co-driver Bill Robertson ended the stage the rear suspension smashed through the back turret.

Complaints to the clerk-of-the-course regarding Roger's speed and the excessive noise from the car were dismissed and the gruelling exploits received coverage in national rallying media.

### ●●● NEW FACE AT EXQUIP

Mark Borutan has recently joined Exquip as the new Technical Services Co-ordinator. From Technical College Mark joined NCR as an

onsite engineer for Midland Bank in the City. Following training in Dundee he returned to the City as a systems engineer responsible for sites such as The Bank of Scotland in Threadneedle Street.

In 1980 Mark made a major move to Bermuda where he worked for several years training local engineers, taking time out to enjoy the beaches and fishing.

Returning to live in Hertfordshire Mark worked as a system engineer until being headhunted for a role in Technical Support. Progressing through several support roles he was given the responsibility of running teams of hardware and software support engineers. Mark skillful development in the use of Technical Couriers brought staggering saving of about £1,000,000 per annum for one company alone. Mark enjoyed a successful couple of years as a freelance consultant before joining Exquip. In his spare time he plays with classic motorcycles, coaches rugby and generally enjoys the rural life.

### ●●● LEEDS ADDRESS CHANGES

Exquip have relocated their Leeds Office. Overseen by Ben Conneely the new office address is Unit B, Cross Park House, Low Green, Rowden, Leeds LS19 6HB. Contact Ben on 0113 250 300 or email [benc@exquip.com](mailto:benc@exquip.com).

**EXQUIP**  
network services

Exquip is an ISO 9001 accredited company.

