Toward Zero Downtime

SUSE, Linux Enterprise Success Stories
Why Downtime Matters

Today, IT systems are the life blood of the business. As a result, your IT organization is under constant pressure to provide continual access and meet growing demand. But what can you do about system downtime? There are times when you must replace an aging server component, patch the kernel, upgrade the operating system or perform other planned activities that require you to halt a system. Meanwhile, unforeseeable circumstances such as natural disasters, accidental hardware failure or malicious attacks further threaten data center availability.

All and any downtime is costing you. It shuts down the production line, aborts transactions or even brings your core business to a standstill, impacting your revenues and reputation. So every day the pressure to be 24x7x365 available increases.

SUSE Approach

SUSE® is offering a comprehensive solution to maximize customers’ server uptime. With various industry-leading products and services included, the solution from SUSE helps you to:

Prevent Hardware Downtime.
SUSE Linux Enterprise, built on a common code base, can fit into your hardware platform strategy. No matter if you choose IBM System z or an Intel platform, you can always rely on SUSE to further prevent hardware downtime.

Maximize Service Availability.
SUSE offers an industry-leading open source high availability and geo-clustering solution to keep your service available.

Minimize Human Mistakes.
In case something goes wrong, you’ll always be safe to roll back, thanks to SUSE Linux Enterprise Server. And you can further reduce operational mistakes with efficient and automated tools such as the YaST management framework and SUSE Manager.
Besides all of these products and technologies, SUSE also offers customized Premium Service to be your extended resource to tackle downtime, as well as consulting and training services for best practices and technology know-how.

“The SUSE Linux Enterprise High Availability Extension gives us a great deal of confidence that we would be able to handle a hardware failure without any disruption to the business.”

Marius Smith, Chief Information Officer, Nimble Group
A Brief Look at Who's Doing What

With more than 20 years in enterprise Linux and 19,000 customers worldwide today, SUSE has been serving various industries. Here are just a few snapshots of companies that reduced downtime with a SUSE solution.

Circlum Farma
Circlum Farma produces, distributes and markets pharmaceutical products throughout Portugal. As its business expanded, Circlum Farma found that its existing computing systems were unable to meet its demands for high performance and round-the-clock availability and were becoming increasingly expensive and complex to maintain.

By deploying SUSE Linux Enterprise Server on HP ProLiant blade servers and setting up a cluster with SUSE Linux Enterprise High Availability Extension, Circlum Farma has delivered 100 percent uptime for mission-critical SAP applications in nine months since the solution has gone live.

oXya
oXya is a highly specialized systems integrator and managed services provider for SAP ERP solutions in France. oXya's business success depends on its ability to offer a highly available, flexible, high-performance platform that is also easy and cost-effective to manage. For customers choosing a Linux-based hosted environment for their SAP systems, oXya needed improved support and better clustering capabilities.

To address these issues, oXya chose SUSE Linux Enterprise Server for SAP Applications as its preferred Linux distribution. "SUSE Linux Enterprise Server is the only Linux distribution that is certified for clustered SAP environments, giving our customers an enterprise-class option for high availability," said François Détrez, CTO and co-founder of oXya.

"Adopting SUSE Linux Enterprise Server as our preferred platform for clustered SAP environments solved the system availability challenges we had been experiencing," said François Détrez. "The SUSE operating system offers excellent availability and security for business-critical SAP implementations and a number of useful tools to simplify administration."

Nimble Group
Nimble Group is one of South Africa’s leading credit management companies. To capitalize on opportunities in the fast-moving South African credit sector, Nimble Group adopted an ambitious expansion strategy. Since the majority of Nimble Group’s business is conducted via its call centers, any downtime in the telephony solution would affect both customer service and revenues. As a result, the new solution also needed to be highly reliable.

The combination of SUSE Linux Enterprise Server and SUSE Linux Enterprise High Availability Extension and solution partner’s software gave Nimble Group a flexible and mature telephony solution that optimizes operations while providing the required reliability and availability. “We haven’t had a single issue with the new solution since the go-live,” said Marius Smith, CIO, Nimble Group. “The SUSE Linux Enterprise High Availability Extension gives us a great deal of confidence that we would be able to handle a hardware failure without any disruption to the business.”
The Burton Corporation
Burton is a manufacturer of snowboarding products and apparel brands with offices in California, Austria, Japan and Australia. As the industry leader, Burton requires high availability for its mission-critical applications, as well as the flexibility to adapt to changing market needs. Moving from UNIX to SUSE Linux Enterprise Server has helped the company achieve 99.999% uptime and an 80% cost reduction compared to its previous proprietary solution.

“Since moving to SUSE Linux Enterprise Server, our uptime has been insane,” said Bill York, Senior Linux Administrator at Burton. “We have some servers that have gone two years before being rebooted. SUSE Linux Enterprise Server keeps us nimble and flexible, so we’re better able to meet the demands of the business and react quickly to a changing marketplace. Particularly in today’s economy, flexibility is critical.”

Baldor Electric
Baldor Electric is a global manufacturing company whose headquarters are in Arkansas, USA. It has 26 plants in the US, Canada, Mexico and China, selling industrial electric products to more than 70 countries. Baldor couldn’t ensure 24x7 availability to provide quality service to customers and employees and eliminate the risk of business disruption. At the time, outages occurred five-to-eight times a year, costing hundreds of thousands of dollars.

By moving workloads to virtual machines on IBM System z running SUSE Linux Enterprise Server for System z, Baldor Electric Company reduced IT costs from two percent of sales to less than one percent—while improving response time, up-time and productivity. Unlike Baldor’s experience with Windows, the Linux servers never go down, except for maintenance or human error. “The platform goes beyond “five 9s,” says Eric Breuer, Manager, Large Systems, Baldor. And the new environment results in considerable time savings for planned downtime.

Business Connexion
Business Connexion is a leading Information and Communication Technology (ICT) company headquartered in South Africa with offices throughout Africa and in the United Kingdom.

Business Connexion deployed SUSE Linux Enterprise Server for System z to run a new monitoring solution for clients. The ability to run multiple virtual servers side-by-side on a single mainframe processor ensures low software costs for the solution, enabling Business Connexion to offer a powerful solution at a highly competitive price.

The company used the SUSE Linux Enterprise High Availability Extension to create a full geographic cluster between the two data centers. The solution is an active-active cluster, so users are load-balanced between the two sites in normal operation and automatically moved to the remaining node in the event of a failure at one site.

“From the technical perspective, the availability and supportability of any product are crucial factors,” said Frans Labuschagne, Senior Manager for Open Systems Support Services at Business Connexion. “We got an immediate response from the local SUSE team when we started looking into the solution, and the relationship has gone from strength to strength since then. The SUSE community is very open, and you get a real sense of people working together to open up the capabilities of the platform.”

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Products and Services Included in the Stories

- SUSE Linux Enterprise Server
- SUSE Linux Enterprise Server for System z
- SUSE Linux Enterprise High Availability Extension
- Geo Clustering for SUSE Linux Enterprise High Availability Extension
- SUSE Manager
- SUSE Premium Service

“In the nine months since implementing SUSE Linux Enterprise Server, we have been able to maintain 100 percent uptime for our SAP ERP applications.”

António Damas, IT Manager at Ciclum Farma
“We believe SUSE has the best Linux distribution with the best support. The reliability, performance and availability of the servers have been ‘first class’... The (SUSE Linux Enterprise Server for System z) platform goes beyond “five 9s,” ... and the new environment results in considerable time savings for planned downtime.”

Eric Breuer, Manager, Large Systems, at Baldor

What’s Next?

Don’t let downtime cost you anymore. Please contact us or visit www.suse.com/zerodowntime for more information about SUSE’s solution Towards Zero Downtime.