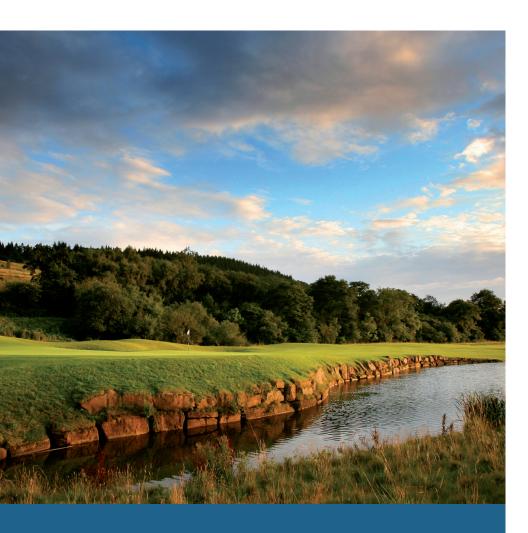# A super infrastructure for superpowers

Celtic Manor Resort in the U.K. creates an IT infrastructure that delivers £67,000 a year in combined savings and meets the needs of the U.S. President with a Dell end-to-end virtualized solution

Customer profile

CELTIC MANOR
R E S O R T

Company	Celtic Manor Resort
Industry	Travel, Hospitality & Tourism
Country	United Kingdom
Website	www.celtic-manor.com

Business need

Celtic Manor Resort wanted to overhaul its IT and take a new strategic direction in the lead up to a NATO conference that was being held.

Solution

The organisation began working with Dell, gradually deploying a virtualized Dell end-to-end solution comprising Dell servers, storage, networking and network security appliances.

Benefits

- Secure IT for top events, including NATO conference
- Hardware costs reduced by up to £10,000 a year
- Energy savings of £38,000 a year with efficient IT
- IT management time cut by 20 hours per week
- Comprehensive support, saving £19,000 a year in third-party services

Solutions at a glance

- Data Center Virtualization
- Network Security
- Networking
- Enterprise Support
- Storage

"We identified threats even before our ISP provider did. With the support of the resort's SonicWall firewalls, there was no disruption to our network during the NATO event."

Chris Stanley, Assistant IT Manager, Celtic Manor Resort

Companies are not just looking for solution vendors, they are looking for solution partners – companies that can offer strategic advice and support. Celtic Manor Resort is a five-star, luxury establishment that just needed this kind of relationship.

The organisation, which has hosted the Ryder Cup golf competition, was to be the venue for a North Atlantic Treaty Organization (NATO) event, attended by U.S. President Barack Obama. Leading up to the event, Celtic Manor Resort looked for strategic IT support to create a more cost-effective, easy-to-manage IT infrastructure.

Chris Stanley, Assistant IT Manager at Celtic Manor Resort, explains: "IT is central to our operation, enabling our development and continued success. We quickly saw that Dell offered the solution, services and close level of attention that we wanted in order to take our IT forward."

Lowering hardware costs by up to £10,000 a year

A number of major projects began with the support of Dell. The resort virtualized its servers and storage on a Dell-based platform running VMware vSphere 5.5. It replaced 50 physical servers with four Dell PowerEdge R620 servers to run some 85 software applications, including an Oracle MICROS hospitality suite. It also deployed a Dell PowerEdge R720XD server running Veeam for data backups, as well as Dell Storage PS4100X and PS4100XV arrays featuring SAS drives with a combined storage capacity of 40 gigabytes (GB). Comments Chris: "I was able to report to board members that the switch to the Dell virtualized platform saved us £10,000 a year, helping to align IT itself with the overall business goal of greater efficiency."

Power savings of £38,000 a year with efficient IT

"Moving to a virtualized Dell platform has also helped us to lower power usage across the IT Infrastructure." says Chris. "We've reduced spend by

£38,000 a year to deliver a greener and even more cost-effective IT."

Cutting IT management time by 20 hours a week improves efficiency

Next, Celtic Manor Resort replaced its ageing core networking switch with a fully redundant and simple-to-manage solution from Dell Networking. On Dell's advice the resort deployed Dell Networking S4810 top-of-rack switches for data traffic between the servers and storage, and Dell Networking N2048 switches for the campus. The ultra-low latency S4810 switch features 48 10 gigabit Ethernet (GbE) ports and four 40GbE ports, while the N2048 switch includes 48 1GbE and two 10GbE ports. For management, the IT team uses Dell OpenManage Network Manager (OMNM) 6.0. Chris says: "Dell OMNM is intuitive and easy to use. In total, we're saving around 20 hours a

Products & Services

Services

Dell Support Services – Dell ProSupport for Enterprise

– Dell ProSupport with Next Business Day Onsite Service

– Dell ProSupport Mission Critical

Hardware

Dell PowerEdge R620/R720xd servers

Dell Storage PS4100X/ PS4100XV arrays

Dell Networking S4810 and N2048 switches

SonicWall NSA 4600 and 250M network security appliances

Software

Dell OpenManage Network Manager (OMNM) 6.0

Partner

VMware vSphere 5.5

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week management time with our Dell solution. This is time we can now spend on strategic work."

Secure IT for top events including NATO conference

Prior to the NATO event, Celtic Manor Resort worked with a Dell Enterprise Solutions Architect to assess the security of its network. As a result, it deployed SonicWall NSA 4600 and 250M network security appliances to replace a Juniper Networks solution. The Dell solution had an immediate impact, enabling deep packet engine inspection scans among other benefits. "We identified threats even before our ISP provider did. With the support of the resort's SonicWall firewalls, there was no disruption to our network during the NATO event," says Chris.

Comprehensive assistance saves £19,000 a year in third-party support

The resort has improved and streamlined its IT support processes since choosing Dell as its single provider. The organisation works with Dell ProSupport, tailoring the service to the criticality of individual solutions. Hence, the company uses both the Mission Critical and the Next Business Day Onsite Service. Comments Chris: "Compared with other support services we've used in the past, Dell ProSupport is much better. We are saving £19,000 a year because we use ProSupport and have relinquished other third-party support deals."

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