

# Tardis/Caritas Case Study

“The single best thing about the solution is its ease of management. For a small to medium sized organisation like ours, managing the IT infrastructure is now so much more simplified and stress free.”

Ed Tyler, IT Manager,  
Caritas Australia

**The Company:** Caritas Australia

**Industry:** Charity

**Geographics:** Headquartered in Alexandria, NSW, with offices in every capital city

**Employees:** 80

**The Solution:** Consolidation of 12 servers onto two IBM® Intel™ servers and IBM storage with VMware®

## Business Challenge

Over recent years, an increase in the scale of natural disasters such as the Boxing Day tsunami and the East Timor crisis has led to higher awareness of aid and development issues in the community. At the same time, the improved effectiveness of aid agencies has increased public confidence in charitable organisations. Driven by those factors as well as stronger internal infrastructure and resources, Caritas Australia's revenue has more than doubled, enabling it to increase the scope and size of its projects to more than 200 programs across 34 countries. That growth meant that storage and IT infrastructure performance became key challenges and Caritas Australia needed to find a solution that would improve its responsiveness while reducing its costs.

## Tardis Solution

Tardis proposed consolidating and virtualising Caritas Australia's 12 servers into a two-server solution. Outperforming their existing multitude of servers' CPU capacity and memory were crucial, so Tardis ran a detailed performance analysis to discover the best way forward. The exploration reported that all Caritas' application servers could be consolidated and virtualised, ensuring the charity's preferred outcome. Based on those results, Tardis designed a two-server solution sized by CPU capacity and memory that will allow Caritas to continue to grow at its expected rate over the next three years and beyond.

## Business Benefits

With this Tardis solution, Caritas can:

- Access, organise and back-up its data more simply, from one centralised location
- Match its anticipated medium-term growth with IT storage and performance
- Offer end-users a better, faster, more productive experience
- Seize opportunities as they occur

## Quantifiable Benefits

As a result, Caritas now enjoys:

- Significant hardware cost-savings
- Reduced data risk from a simplified back-up system
- Reduced power usage and associated costs from running less servers and generating less heat, also reduced cooling costs
- Increased productivity due to reduced system administration
- Reduced physical storage area



# Tardis/Caritas Case Study (cont.)

## Compassion - a growth industry

Caritas has been caring for communities in need all over the world for nearly 50 years. At the same time as its increase in projects and revenues, the organisation became very digitally focussed with two public websites - [www.caritas.org.au](http://www.caritas.org.au) and [www.bemore.org.au](http://www.bemore.org.au) - and a staff intranet system. These led to a huge increase in storage needs for multimedia files as well as to the need to rapidly deploy new web servers.

The charity's old solution had a multitude of servers ... and a multitude of issues. Aging hardware reaching the end of its life cycle at different times with a host of potential hardware failures, it had multiple platforms to support, different hard drive sizes and capacities, wasted hard drive space on existing servers, too little rack space, too much cabling, a variety of support contracts and warranty periods that had to be tracked and added to all that, the sheer cost and time required to deploy new physical servers.

Caritas' new solution needed to address all those issues and support not just the organisation's Australian offices but staff and partners based internationally from the Pacific and Asia to Africa and Latin America.

## Storage and speed to spare

Caritas's data storage needs grew so much just between the original project scope and implementation that it purchased an extra 1.2 terabytes of disks which were simply slotted into the SAN extension's available slots, configured for RAID and available for use with no system downtime.

With 3.5 terabytes of storage and planned additional capacity, Caritas couldn't be happier with the Tardis solution. Consolidated hardware means it has eliminated multiple warranty and support issues, pooled SAN disk space means no wasted resources and the solution has a fraction of the cabling and points for failure, giving Caritas more rack space and much more flexibility.

Urgent server restarts can now be measured in seconds ... not the ten minutes of downtime endured before. Server

performance issues, too, are dealt with almost instantly by giving the problem server more access to pooled virtual resources.

## A different playing field

The business is now in a position to act and grow very quickly. Caritas newer website, [www.bemore.org.au](http://www.bemore.org.au), was entirely designed, tested and rolled into production on the new virtual servers. Tyler said, "We no longer have to go out and purchase physical servers, stick them in a rack, build them from scratch, wait for lead times. You just build a virtual server and it's ready; within an hour you've got one you can put out to people and say, start using this."

Not only did they get more than they bargained for with their solution, they got more than they expected from their solution provider, too. "With Tardis, I can go in with an idea and if it's a good idea, I get supported on it. But if their opinion is that there's a better way to achieve it then they won't just do what I want, they'll suggest an alternative to get what's best for us."

The solution will work well into the future. Caritas currently has two physical servers with 10 virtual servers each; when the time comes, the company can scale easily and cheaply. "If we had to buy 10 servers, we probably wouldn't be able to do it, frankly," Tyler said. "To be able to just add one and add 50 percent to our resources is a big plus point for us."

Call (02) 8870 9000  
or email [sales@tardis.com.au](mailto:sales@tardis.com.au)

