

# PCR Case Study – Duchamp London IT Network Infrastructure

## Summary

<b>Requirement</b>	To upgrade existing IT infrastructure
<b>Solution</b>	Replace servers, implement virtualisation technology, re-utilise existing hardware and update Microsoft Software
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Increased disk space and better data organisation.</li><li>• Operational speed improvements</li><li>• Improvements in security for Internet access into the network with changes to web server placement.</li></ul>

### The Client

Duchamp celebrated its 21<sup>st</sup> anniversary in 2010 and is a leading British men's accessory brand, with collections for sale in major retailers including Selfridges, Harrods and Harvey Nichols, as well as their own stores at Westfield White City and a boutique store on Jermyn Street.

PCR support the IT Network for Duchamp and also the Pegasus Opera II accounting system and have worked with them for more than ten years.

### The Challenge

With a steady increase of data at Duchamp, disk space and management of data had become an issue and a number of reconstruction exercises were also required to overcome known issues with databases that could not be performed during busy work schedules. These



020 8681 0000  
[www.pcr-ltd.co.uk](http://www.pcr-ltd.co.uk)  
[enquiries@pcr-ltd.co.uk](mailto:enquiries@pcr-ltd.co.uk)



problems were not only affecting the ability to save more data, but also causing issues with the Backup solution, security and Email system.

Along with the pending expiry of server warranties and a number of Microsoft technologies in use nearing the end of their lifecycle, the decision to replace the primary servers and re-utilise where possible older equipment was recommended to Duchamp.

### The Solution

The new physical Dell servers (with virtualisation technology) lowered the total count of physical servers in the server room and the virtualisation also enabled multiple virtual servers to be created to follow software placements guidelines as recommended by Microsoft.

The backup solution provide a much larger capacity for storage of data, this new design also created separate data areas that enabled a more sophisticated backup selection process to take place for the daily and other scheduled jobs. The new backup technology is disk based and this has eradicated some of the environment issues with the previously used tape unit technology.

Aside from resolving known issues, introducing new hardware and software has increased speed for elements of the operation. In addition, reorganising the server placements has improved security for the b2b operations that communicate over internet to the Duchamp internal web application server.

### The Results

John Higgins, Financial Director at Duchamp commented, ***“Whilst the issues that we were experiencing were not terminal to the business, they were reducing efficiency and the smooth running of services. The recommendations from PCR not only solved the issues but improved the speed of our system. We would recommend PCR as a good IT support partner to have on a day to day basis and for practical advice”***

### About PCR

Established in 1992, PCR have a successful track record in providing IT & Network Support Services to customers in Croydon, London, the South East and further afield.

A Microsoft Certified Partner, Premier Partner and Payroll Centre of Excellence for Pegasus and an Accredited Invu partner, PCR have worked with Duchamp since 1998.

# DUCHAMP

L O N D O N

Customer

Duchamp

Website

[www.duchamp.co.uk](http://www.duchamp.co.uk)

Location

London



020 8681 0000  
[www.pcr-ltd.co.uk](http://www.pcr-ltd.co.uk)  
[enquiries@pcr-ltd.co.uk](mailto:enquiries@pcr-ltd.co.uk)

