



## Customer scenario

### Sector: retail

Coverage: national  
 FTE: 1000-5000 employees  
 Turnover: £400m  
 Relationship started: 2015

Call Gaynor Lawn for a chat  
 T 07973 666746  
 E gaynor.lawn@kcom.com  
 @KCOMBusiness

# KCOM

In 2015, this retailer with 100+ sites moved their core network to KCOM's managed service. But while exploring further technology enhancements, they experienced an outage on their legacy storage-area network (SAN), leading to an immediate and crippling loss of server access. KCOM acted fast to provide server capacity within the Amazon Web Services (AWS) cloud and a direct cloud connection into this environment, providing swift disaster recovery and helping to protect long-term business continuity. Here's how it all happened.

**Their legacy SAN was a single point of failure – which failed**



Being located onsite at their HQ, the customer's SAN was a weak point in their infrastructure.



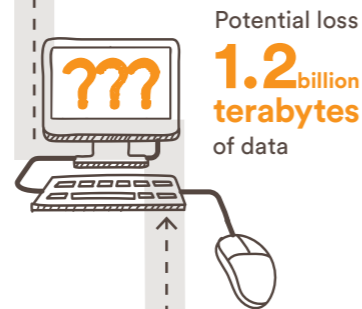
They were experiencing regular, unplanned outages leading to regular engineer visits and Etherflow adjustments.

**We responded by looking for robust, quick-to-implement solutions**

We listened to their needs ...

- > Low cost data storage hosted in cloud
- > High availability
- > Archiving for disaster recovery
- > PAYG model for big data services, streaming, warehousing, NoSQL

... and worked together to identify both a quick fix and a long term answer.



They discovered the real impact of their legacy SAN when it suddenly failed. When reactivated, the SAN experienced a critical failure, causing it to explode.



**In 24 hrs**  
 We got them on AWS and recovered half their data.

**We helped source a temporary SAN replacement**



**We recommended a full healthcheck on their hosting infrastructure and needs**

Our solution architect looked for recoverable data and the best way to address the issue, ensuring 24/7/365 service delivery.

**They agreed to our proposed permanent solution**

Full migration into AWS, with a direct Cloud Connect from their WAN:

- > Eliminates risk of hosting data all at one site
- > Fully recoverable data
- > Fully resilient connection with failover
- > During outages, fails to VPN now have a maximum downtime of 0.3s (the time for one system to switch off and the other to switch on)

**We quickly implemented Cloud Connect and they're enjoying the benefits**



**30%**  
 cost saving on legacy system



**100%**  
 uptime



And we continue to work closely to future-proof their technology infrastructure.

While they continue to enjoy rapid growth.