

Engineering consultancy gears up for growth and maximises productivity with standardised infrastructure



- Data consolidation and management
- Green efficiency
- Mobility
- Standardisation



“We need to be flexible and profitable in equal measure. There’s no point cutting costs if it means having poorly equipped staff. With Dell we get the best of both worlds.”

André Groen, Head of IT, Tauw

Customer profile

Company:	Tauw
Industry:	Services & Consulting
Country:	Netherlands
Employees:	1,200
Website:	www.tauw.com

Business need

To continue its expansion and maximise staff productivity, Tauw needed a more efficient datacentre infrastructure.

Solution

The IT team standardised on Dell™ PowerEdge™ servers and implemented a Dell/EMC storage and disaster recovery solution.



Tauw

Benefits

- Profitability increases with single supplier relationship
- Company saves time and money with flexible laptop solutions
- Business growth is supported with infrastructure refresh
- Future investment is minimised with scalable storage
- Productivity is protected from downtime with global support

Based in the Netherlands and with offices across Europe, Tauw specialises in environmental consultancy, spatial development and civil engineering. The company's 1,200 employees use tools such as computer-aided design (CAD) and digital imaging to deliver highly-regarded projects. With constant advances in these technologies – not to mention a growing client list – Tauw has an ever-increasing need for processing power, storage and desktop solutions.

“By using Dell’s Hardware Customisation Service, we will save time and cut costs. The business will benefit, because staff will get the tools they need more quickly.”

André Groen, Head of IT, Tauw

When the company's infrastructure was nearing the end of its lifecycle, André Groen, Head of IT at Tauw, saw an opportunity to upgrade to a more efficient and scalable solution that would underpin the company's growth. Also, due to acquisition, Tauw found itself with a number of disparate software environments, which hindered group-wide collaboration. It wanted to consolidate onto a Microsoft platform, and the datacentre upgrade presented an ideal opportunity.

To maximise IT efficiency, Groen and his team had begun to virtualize Tauw's datacentre with VMware, so the new infrastructure had to support this move. They also wanted it to be easy to manage and affordable to power. In the past, Tauw often developed proprietary IT solutions that tied up IT staff resources. In future, it wanted to use standard solutions wherever possible. Finally, Tauw was looking for a flexible range of desktops and laptops that would come fitted with the features that help staff to innovate, develop ideas and meet client needs.

Profitability enhanced with single supplier relationship

For simplicity, Groen and his team split the invitation to tender into three parts – PCs, servers and storage – with three vendors, including Dell, submitting separate proposals for each area. However, Tauw soon saw the benefit of appointing Dell as the sole provider. Groen explains: “From our meetings with the sales team, it was clear that Dell met all our technology needs, from datacentre to end users. In addition to that – and in contrast to other vendors – Dell offered us a single point of contact

for both sales and support. This would let us source and troubleshoot IT much more quickly, making IT a driver of growth in our business.”

Tauw chose:

- A standardised server platform of Dell™ PowerEdge™ R710 servers with Intel® Xeon® Processors E5530 to replace its previous machines.
- A storage and disaster recovery solution based on two Dell/EMC CX4-240C storage area networks (SANs) in a mirrored configuration, with one SAN placed at a remote site.
- A backup solution consisting of a Dell PowerVault™ ML6020 tape library.

Technology in practice

Services

Dell Configuration & Deployment
– Hardware Customisation

Dell ProSupport for IT
– Mission Critical option

Hardware

Dell™ PowerEdge™ R710 servers with Intel® Xeon® Processors E5530

Dell/EMC CX4-240C storage area networks (SANs)

Dell PowerVault™ ML6020 tape library

Dell Latitude™ E4300 and E6500 laptops with Intel Core™ 2 Duo Processors

Dell OptiPlex™ 760 desktops with Intel Core 2 Duo Processors

Profitability increases
with single supplier
relationship

Company saves time
and money with flexible
laptop solutions



- A versatile mobility solution based on Dell Latitude™ E family laptops with Intel Core™ 2 Duo Processors.
- Dell OptiPlex™ 760 desktops with Intel Core 2 Duo Processors for office staff.

"We need to be flexible and profitable in equal measure. There's no point cutting costs if it means having poorly equipped staff. With Dell we get the best of both worlds – standard solutions from a single provider, which are easy to manage and affordable, but also have the range of design features and functionality we need," says Groen.

Company saves time and money with flexible laptop solutions

Because they spend a lot of time on client sites or travelling between the company's offices, Tauw consultants rely on mobile computing to complete reports and stay in touch with the head office. Needs for battery life, screen size and memory vary, so Tauw likes to be able to choose different models within a familiar product range. For consultants on the road who need ultra-portable mobile computing, Tauw buys Dell Latitude E4300s, while for staff based in single locations it buys Latitude E6500 laptops, which have larger 15.4-inch screens.

Tauw uses the Dell Hardware Customisation Service to have the laptops customised before delivery. Explains Groen: "With other providers we would have to take the machines as they come, but Dell delivers them customised to our requirements. For example, we make extensive use of Microsoft® Office Communicator to collaborate, so Dell ships our laptops with built-in webcams. This saves us the expense and inconvenience of

fitting them separately, which could take us as long as one hour per PC. And end users get the laptops faster, which helps boost productivity."

In future, Tauw plans to get Dell to load the company's image onto the desktops and laptops from the factory. "By using Dell's Hardware Customisation Service, we will save time and cut costs. We can have our PCs shipped directly to the site where they're needed, rather than via head office, because they're ready to use with the required applications loaded onto them. This way, the business will benefit, because staff get the tools they need more quickly. And the IT team saves time – as much as the equivalent of one full-time employee," says Groen.

Growth better supported with infrastructure refresh

Tauw has optimised its infrastructure for virtualization, because Dell PowerEdge R710 servers are designed with increased energy capacity and integrated I/O, which is crucial for virtualization performance. And with embedded hypervisors, the IT team can virtualize new machines quickly, making the platform more scalable. Also, the Dell PowerEdge R710 servers help the company reduce its IT power consumption beyond the benefits derived from virtualization. Built with Energy Smart technology, they are designed to cut energy use while maximising performance. Maarten van der Tol, Support Manager, Tauw, says: "Our Dell PowerEdge R710 servers consume less energy than our previous machines. This helps us cut costs and carbon emissions – and maintain growth in line with our corporate strategy."

"Because of the images and CAD applications we use, our replication process is very data intensive. As it's designed specifically for heavy transaction processes, the Dell/EMC CX4-240C is ideal for our purposes."

*Maarten van der Tol,
Support Manager, Tauw*

Future investment minimised with scalable storage

Today, Tauw has the extensive storage capacity it needs to support its sophisticated applications. And it has ample space to grow in the next few years, because the IT team can scale each of the company's two Dell/EMC CX4-240C SANs up to 240 hard drives and store up to 459 terabytes of data. Says Tol: "Because of the images and CAD applications we use, our replication process is data intensive. So the Dell/EMC CX4-240C is ideal for our purposes as it's designed specifically for heavy transaction processes. And because it's so easy and cost-efficient to scale, we know our storage needs will be met, meaning we avoid large-scale storage investment in the foreseeable future."

Business is more flexible and cuts IT costs thanks to standardisation

By standardising on Dell technology for its datacentre and end users, Tauw has streamlined its infrastructure. This makes the company more flexible and helps it cut costs. Now, because each new generation of Dell technology integrates seamlessly with the previous generation, it is simpler and less time-consuming for the IT team to scale the infrastructure. And, because the team is familiar with Dell technology, it saves time on maintenance and troubleshooting.

Productivity protected from downtime and disruption with global support

With IT at the heart of its business, Tauw cannot afford unscheduled downtime. For this reason, the company chose to protect its servers and storage with Dell ProSupport for IT Mission Critical option, with on-site response time within four hours. "We operate across a number of sites in six European countries, and the IT team cannot be everywhere at once. But Dell – with its global presence – can. We don't expect any problems, but Dell ProSupport for IT Mission Critical gives us peace of mind that our productivity is protected from unnecessary downtime and disruption."

For more information go to:
dell.com/casestudies/emea and
dell.nl/casestudies



Microsoft



Tauw

The Efficient Enterprise runs on Dell: efficiententerprise.com

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