

# Go Utility For Technology Refresh!

How a nonprofit organisation found its way to stay ahead of the technology curve and keep its budget healthy.

## Ask any head of IT running an

IT infrastructure today and he will probably tell you it isn't big enough, or robust enough or flexible enough to meet his business's needs: lowered operational costs and raised strategic growth. That just about applies to senior information executives in every geography, organisation size, industry and sector. Three years ago, it certainly applied to Goh Toh Sye, who runs the information service department of the PAP Community Foundation (PCF), a social and charitable organisation in Singapore.

As Goh saw to the progressive roll-out of PCF's first system application from early 2003 through 2004, the need to upgrade was already evident to him. "We were concerned with system performance issue," says Goh, who was looking to rollout more systems at the time. "After the first application system was implemented, it was already envisaged that the systems performance situation would eventually deteriorate further if no action were taken to address it. The hardware in use then was the IBM System IBM AS/400e Server 720."

So the IT team at PCF began looking for a solution to this problem. "In 2005, studies were thus initiated, and they led us to the decision to go with the new server IBM iSeries 810," says Goh. "We decided to go with the IBM iSeries 810 server because we knew it was capable of supporting all the application systems for the next one to two years, providing two logical parti-

## Customer ROI

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tions—one for production use and the other for development work."

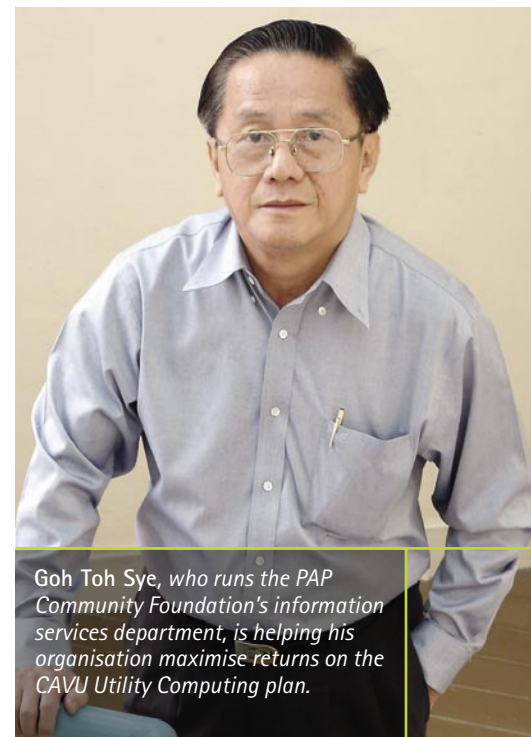
## The Issue of Payment

Identifying the new server PCF needed was not the most difficult part of Goh's task. Finding a means to paying for it three years after the IBM System IBM AS/400e Server 720 was put in place was the bigger issue. And that's where PCF's IT solutions provider CAVU Corp Pte Ltd came in, with its trademarked CAVU Utility Model—a plan that enables its customers to counter the operational issues of IT solution obsolescence and frees them to focus on the growing their businesses.

According to Goh, it was only natu-

ral that PCF went for the CAVU Utility Model. "The utility computing option is preferred over outright purchase for a number of major reasons," he says. "Newer server models are being introduced to the market frequently, rendering the older ones obsolete quite quickly. On this plan, PCF has the flexibility to expand the server capacity in the same server when more applications are added on, it's essentially pay as we use. Furthermore, PCF will be protected against any end-of-support issues. CAVU will upgrade the server, and its resident operating system or Lotus Notes versions at no charge to PCF when the server goes end of life."

PCF's system was upgraded to the



Goh Toh Sye, who runs the PAP Community Foundation's information services department, is helping his organisation maximise returns on the CAVU Utility Computing plan.

IBM iSeries 810 in 2005, with all applications and tools migrated over to the new system and tested. The results were substantial. "Immediately after the upgrade was done, systems performance improved vastly and bottlenecks during peak periods disappeared," says Goh, going on to elaborate. "The systems bottlenecks encountered in the first application system during peak periods had disappeared and at the same time, the second application system was phased in smoothly."

Not only were the solutions and services under the CAVU Utility Computing plan good for PCF, but so were its costs. "There is a one-time set up and migration services charge to be paid for either the utility computing plan or outright purchase option, but under the CAVU utility option, the prices for the IBM iSeries 810 solution are inclusive of hardware maintenance charges," says Goh. "And the yearly charges for the second year onwards are less than that for the first year. So it works out quite well by comparison: the outright purchase price for the IBM iSeries 810 is about 20 percent more than that for the utility option over a three-year term."

## Multiple Benefits

PCF's need to upgrade its hardware came again toward the end of that same year, but performance issues were not the reason. "By the end of 2005, we had to move to the IBM System i5 520, as the IBM iSeries 810 was going to be phased out of production and maintenance services for it would cease eventually, along with support for the IBM software V5R2 for our system," says Goh, who counted on CAVU to see to the upgrade under the utility comput-

ing plan PCF had signed up for.

All in all, PCF has yielded from the CAVU Utility Computing plan significant operational and strategic benefits.

"The new hardware set up made available to us ample systems resources for development work, in addition to ensuring the smooth running of our production systems," says Goh, who tells us that PCF's relationship with CAVU goes beyond just making certain their solutions were running at peak performance. "In a recent event, an urgent request was made to CAVU to have on standby 35GB of additional disk storage for us. After the event, only five percent of this was used and there was no utility charge on it."

PCF has also seen productivity, efficiency and effectiveness gains on its user end. "The mission of PCF is to enhance the well-being of the community through educational, welfare and other community services, and its vision is to provide quality services at affordable costs to the community," Goh explains. "The IT systems implemented by PCF are instrumental in facilitating the work, services and efforts of its staff toward achieving these objectives."

## Yet Another Upgrade!

With CAVU as its IT solutions provider, PCF intends to grow its operations further through technology enablement. According to Goh, another upgrading effort is underway. "We have decided to adopt the same strategy for our e-mail systems," he says. "So in a few months the existing six-year-old Domino Server will be replaced with an IBM System i5 520 Lotus Domino Server based on the utility computing plan."

## POWER UTILITY—Pay As You Use

For more insights on how CAVU can help you meet your organisation's cost saving demands and strategic business objectives, you may wish to attend an upcoming breakfast session devoted to this subject in September in Singapore. Further information or registration can be gained by sending e-mail to [info@cavucorp.com.sg](mailto:info@cavucorp.com.sg) or calling +65 9001 9678.

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