

SOTC (Kuoni Group)

Infrastructure

- **Business Application:** FRAME – Web based centralized application.
- **Locations:** HO at Mumbai and branches at 13 locations with 8 users per location.
- **Branch–HO Connectivity:** Point-to-point 64k leased line.
- **Printers used:** HP LaserJet 1100 (compatible with Windows 2000 Terminal server)
- **Server Operating System:** Windows 2000 Advance server
- **Database server:** SQL 2000

Concerns

- Setting up the printing environment for all branches to take prints from the application.
- Securing and optimizing the Windows Terminal server.

Requirements

Centralized Application roll out: SOTC wanted to roll out new web based business application(FRAME), which should be accessible from all the branches (13 locations) spread all over India. The application to be installed on central server at Mumbai.

- **Good response time over WAN:** The response time for the application should be acceptable by users, considering the fact that the application will be accessed over slow WAN links by users from all 13 locations.
- **Security:** The computing environment given to user should be secured, i.e. users should not get unauthorized access to other resources.
- **High Availability:** The business critical application must have a least downtime so as to have least impact on the business operations. Hence need to consider high availability and fail over solutions.
- **Printing:** Users should be able to fire print commands from the central application to print locally at the branch.
- **Load Balancing:** Since the number of users are high, there was a need of balancing the peak load when many users simultaneously log into the application.
- **Back up:** Provide back up solution to have both on-line and off line backup for the business critical data.

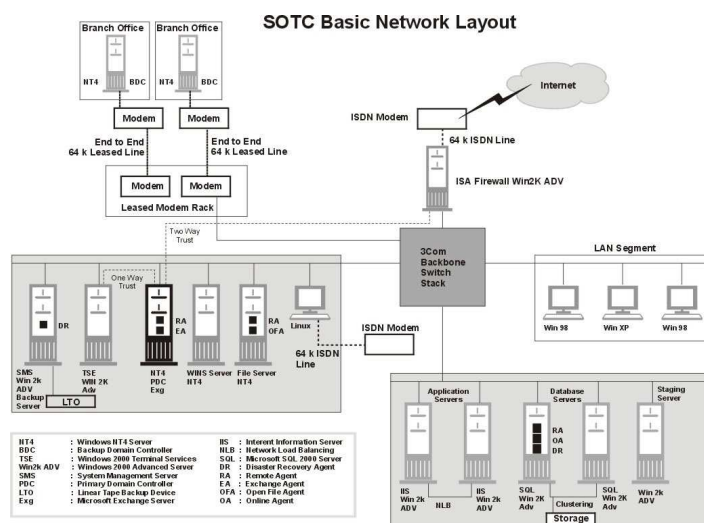
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Solution

- Increased response time using TSE:** Windows 2000 Terminal Server was installed to provide remote logon and authentication for the branch users. It was proved to the customer that TSE is cost effective solution compared to Citrix for thin client implementation. This also enabled users to print locally at the branch from the central application.
- SQL Clustering:** Microsoft 2 node server clustering for SQL database servers was implemented to provide redundancy. That means, if one server fails then the second server will take over & start processing the request from the client.
- Win 2k Load balancing:** Considering the amount of client request will hit on the front end application server, the application servers were load balanced with Windows 2000 NLB services to provide load balancing of incoming web request.
- Hardware Redundancy:** Server Hardware redundancy was also taken into consideration by adding additional power supply, RAID controller, dual network card (in this case the server supplied had already dual network card in built)
- Backup:** Veritas Backup server used form network backup including MS Exchange & File/Print server.

Challenges

- Performance issues while accessing FRAME application from the branches.
- Printing problem while taking prints from the application



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