

# Wheelies

## BIKE INSURANCE REPLACEMENT



As Wheelies grew they realised how essential it was that they needed an infrastructure which was robust, highly resilient and scalable to grow with them. They had a number of physical servers that they had outgrown and we're impacting on business operations. Like many companies time is money and Wheelies wanted to minimise data recovery times for both hardware and applications whilst increasing resilience for the large in-house software and web development teams.



Wheelies has come a long way since it's humble beginnings as a Swansea based bike shop in 1982. Wheelies has grown into a major online retailer of bikes and bike accessories. Wheelies is the UK's largest insurance replacement provider for the cycling industry.

## Challenge

- Existing hardware and software applications were deployed in a single node data centre without resilience.
- Existing phone system was difficult to manage and inflexible with very limited call reporting and management information.
- Inefficient use of IT resources managing multiple servers and applications.

## Solution

- Deployment of a VM Ware Virtualised solution over geographically diverse data centres with realtime replication of data.
- Installation of 1GB high speed internet connections with resilient EAD 1GB circuit to create resilient high speed network to link data centres.
- Managed security solution with High availability next generation firewalls
- Deployment of Avaya IP Office Contact Centre (IPOCC) for agents and supervisors with Real time information and management reporting.

## Result

- Freeing up of vital IT resources as the new Virtualised environment much easier to manage and maintain. New servers and applications deployed in realtime with high availability failover to keep business critical applications running.
- New high speed secure infrastructure allows for realtime replication and restore of business critical data in minutes rather hours.
- More efficient contact centre being able to deal with increased volumes of customers and providing a higher level of customer service.