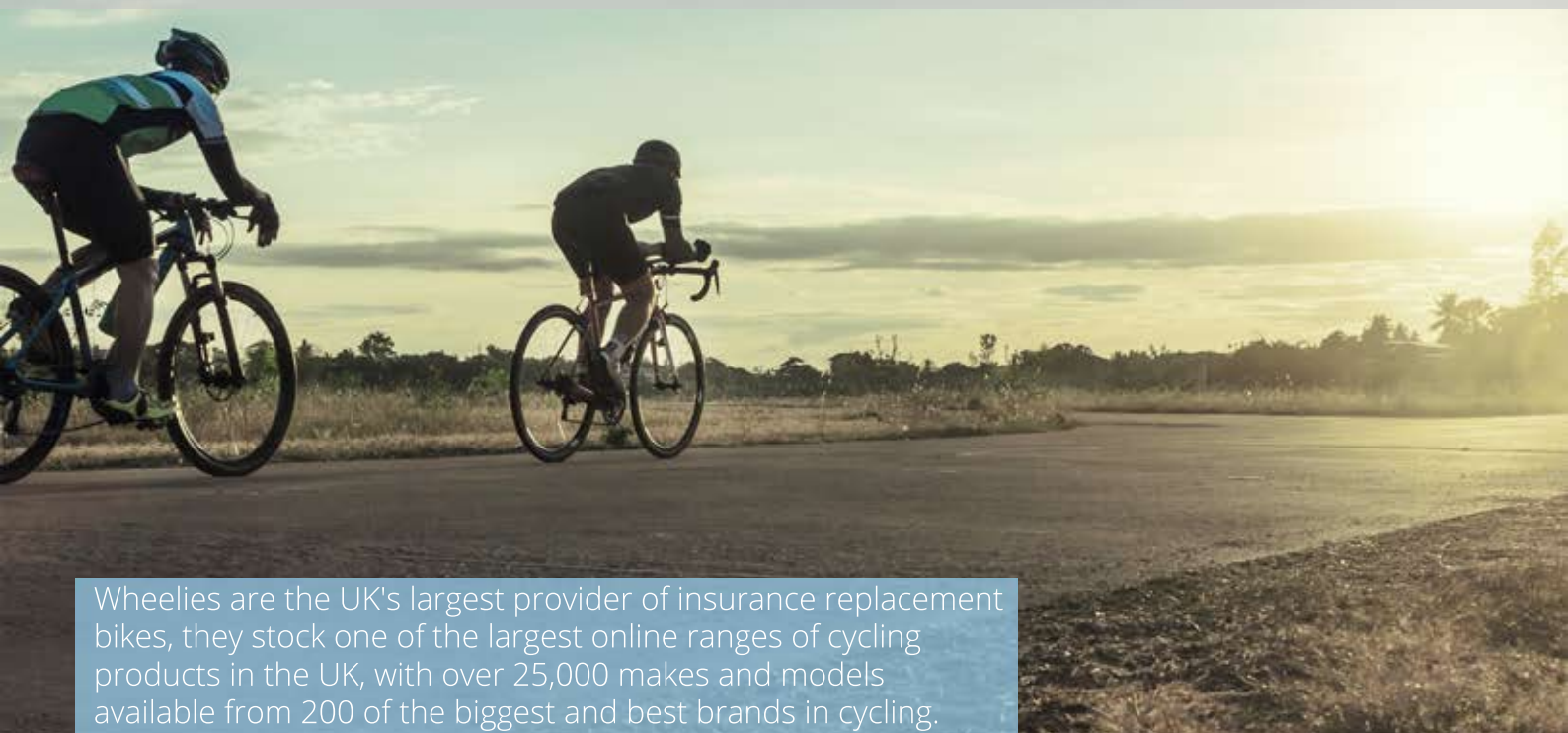




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Wheelies

Bike Replacement Specialist



Wheelies are the UK's largest provider of insurance replacement bikes, they stock one of the largest online ranges of cycling products in the UK, with over 25,000 makes and models available from 200 of the biggest and best brands in cycling.

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 real-time 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.

Result

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