

Ross Cosmetics Aust Pty Ltd's ageing infrastructure had become unstable posing serious risks to production systems and business operations. In addition, Ross Cosmetics needed a platform that could support upcoming technology projects. They needed to upgrade their hardware, and quickly...

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Your partner in intelligent and reliable business solutions and technical support.



"In addition to exploring every avenue to keep the business system afloat whilst it was on a perilously unstable platform, the professionalism shown by Myriad IT to understand our business needs and work with the business was second to none in terms of technical solution and customer service."

Jay Centeno - IT Manager

Ross Cosmetics Aust Pty Ltd Case Study

The Challenge

Aged infrastructure had become unstable and was posing a critical risk to Ross Cosmetics Aust Pty Ltd (Ross Cosmetics)'s business. Failure would have significant ramifications for the production systems including finance, orders and stock control. The challenge was to keep existing systems operational whilst delivering a hardware upgrade that resolved the stability issues with minimal disruption.

Partnership

It was key to Ross Cosmetics that the project was undertaken by a provider who understood their specific needs and could accommodate their constraints. As such, they turned to Myriad IT, their long term provider of disaster recovery facilities and ERP support.

Business Benefits

The virtualisation solution implemented by Myriad IT provides Ross Cosmetics with:

Reliability and stability. The solution design provided Ross Cosmetics with a stable, reliable system that eliminated the risk to the business of system failure. It furnished Ross Cosmetics with full redundancy meaning that in the event of a component failure, the system automatically adjusts and continues to run. Increased processing capacity has also delivered performance gains.

Reduced costs. Ross Cosmetics estimate that, in the first year, savings of 10-15% in the cost of running and maintaining infrastructure will be realised, increasing to 25-35% over time.

Positioned to upgrade. The solution also provided a platform that could support future technology projects.

About Ross Cosmetics Aust Pty Ltd

Established in 1930, Ross Cosmetics Aust Pty Ltd is an Australian owned and operated manufacturer of private label cosmetics, toiletries and therapeutic goods. Its clients are major domestic and international brands and its product range includes skincare, haircare, suncare, make-up, therapeutic goods and giftware.

Ross Cosmetics operates a modern 11,500 square metre office, laboratory and manufacturing complex at Tullamarine, Melbourne and employs approximately 75 staff.

Solution »

Myriad IT's virtualisation solution provides a robust business system with crucial reliability and stability.

Ross Cosmetics's existing infrastructure was out of warranty support and hardware failure had become a real danger and threat to the business.

Myriad IT had previously partnered with Ross Cosmetics to provide disaster recovery facilities and assist in the support of their ERP system (Oracle JD Edwards). As a long term partner, Ross Cosmetics turned to Myriad IT to undertake this essential upgrade project.

Myriad IT worked with Ross Cosmetics to understand their business needs and designed a solution to support the business for current and foreseen requirements.

It was agreed that the primary objective of the project was to deliver Ross Cosmetics a highly available, virtualised server environment that was capable of accommodating future ERP upgrades. In addition, it was important that the existing unstable system be kept operational while the solution was deployed.

The solution deployed by Myriad IT at Ross Cosmetics's head office in Tullamarine, utilised Microsoft Hyper-V software operating on Dell hardware. It comprised two physical host servers running Hyper-V with attached storage, providing redundancy, allowing virtual machines to be moved should one of the physical hosts fail.

Microsoft Hyper-V software greatly simplifies virtualisation as it enables multiple operating systems to share common physical servers. In the event of component failure, the system automatically adjusts and continues to run.

"With the new system drama free since its implementation, I would like to thank Myriad IT, both professionally and personally, for the excellent service and expertise in the delivery to Ross Cosmetics of a solution that will carry the business forward for the next 5 years."

Jay Centeno - IT Manager

Minimal business impact.

An implementation approach was defined and a design workshop held to ensure that Ross Cosmetics was fully aware of the scope of work and resources required to ensure successful execution of the project.

Firstly, the project team stabilised the existing system to the fullest extent possible to buy more time whilst the new solution was built and deployed. Myriad IT's lead project manager then drove co-ordination of project resources (from both Myriad IT and Ross Cosmetics) to ensure project milestones were met in a timely manner. Ross Cosmetics was compelled for business reasons to extend the user acceptance testing for the project on several occasions. In each instance, the Myriad IT project manager ensured that the same team returned to progress the project, thus maximising efficiency by eliminating any further delay which might have been caused by new consultants coming up to speed.

The new hardware was installed on-site and network reconfigured outside of business hours. Live back-ups of the old system were made to the new system during the testing phase meaning that if the existing system failed, Ross Cosmetics could immediately migrate.

Smooth Transition.

With the old system backed up to the new, and fully tested, there were no issues with going live and the transition was able to be made seamlessly.

About Myriad IT

Headquartered in Melbourne, Australia, Myriad IT provides intelligent, reliable technology solutions and outstanding technical support to clients, Australia-wide & overseas. Our reputation has been built by helping clients achieve business goals through the development, implementation and integration of technology within an organisation.

Comprehensive technology services

Myriad IT offers an end-to-end service and advises clients on the best and most cost-effective solutions to meet their business needs.

Maximising your competitive edge

Technology is critical in today's business world yet it is often difficult to find the right mix of skills and expertise to manage it in-house. Myriad IT's team of specialists help companies optimise their technology, ensuring it runs smoothly and delivers maximum competitive advantage to our clients.

ERP solutions | CRM Solutions |
Infrastructure | Cloud Computing &
Virtualisation | Automated Testing |
Managed & Hosted Services | Oracle
Consulting | Support | Mobility |
Development

