Toll Group Upgrades to Hitachi Storage to Ship Business Benefits Nationally

Toll Group is the Asia-Pacific region’s leading provider of transport and logistics, employing more than 45,000 people across some 1,200 locations in more than 50 countries. Through a period of acquisition, Toll Group acquired a number of companies that brought with them their own infrastructure, resulting in a disparate storage environment. The strain on IT systems and legacy storage systems reaching end of life posed a challenge, as the organization was seeking to take advantage of new data-driven business projects and insights. Toll needed to rationalize its data storage and core UNIX infrastructure to develop a data storage solution that could support the growing company over the next 5 years.

Background
Celebrating 125 years of excellence in 2013, Toll Group (www.tollgroup.com) has annual revenues of AUS$8.7 billion. Toll’s specialist logistics capabilities incorporate a range of sectors, including defense and government, industrial, manufacturing, mining and resources, retail and automotive.

In 2011, Toll Group completed a review of a number of its IT systems and core infrastructure. Looking for an infrastructure and storage solution to enable sustainable growth to support the business, Toll developed a future growth strategy.

With data growth predictions through organic expansion and acquisitions on the horizon, David Hyland, Toll’s head of infrastructure development and implementation, recognized that Toll required an upgrade of its data storage systems.

“Our storage systems provide the back-end storage for a dozen of our key business applications, so we needed a solution that would give us the capacity and performance increase we required over the coming 5 years,” Hyland explains.

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David Hyland
Head of Infrastructure Development and Implementation
Global Information Systems
Toll Group

Toll Group

INDUSTRY
Transport and Logistics

SOLUTION
Business Continuity, Enterprise Platform

HARDWARE
Hitachi NAS Platform

SOFTWARE
Hitachi Command Suite

Hitachi Data Systems
SUCCESS STORY

The Solution
Predicting that their data needs would grow significantly over the next 3 to 5 years through retaining old data, an increase in data-hungry projects, and new business intelligence applications, Toll needed to upgrade its existing infrastructure. “We wanted to support our current business, create a positive return on performance, and prepare the business for future growth,” says Hyland.

Having inherited a vast array of storage systems and core infrastructure of varying lifespans, Toll began to compare current systems and identify a storage provider for the future. Hitachi Data Systems and NetApp were compared against the attributes that were critical to Toll’s future growth strategy. This included ease of migration, opportunity to achieve 24/7 uptime, and the ability to efficiently run both current and future business-critical applications.

“I’ve worked with a number of vendors over the years. However, the engagement with Hitachi has been outstanding.”

David Hyland
Head of Infrastructure Development and Implementation
Global Information Systems
Toll Group

“Having compared our requirements and the systems available, we determined Hitachi NAS Platform (HNAS) and Hitachi Virtual Storage Platform (VSP) were best suited to supporting the transport and logistic provider now, and into the future. In addition to VSP and HNAS, the Hitachi Data Systems solution incorporated the full Hitachi Command Suite (HCS) of software. HCS, which includes Hitachi Dynamic Tiering (HDT), provided Toll with the ability to exploit Hitachi storage virtualization functionality for a simplified migration.”

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The Result
Toll has seen a number of benefits since implementing the Hitachi systems. “From a storage perspective, the transition occurred on time and without impacting our business. This enabled us to complete an additional upgrade of the storage capacity within a month of the original installation,” says Hyland. “The change was cost neutral, but we achieved significant performance, scale and reliability improvements over previous systems.”

Toll’s individual business units also experienced improvements. “One of our key reasons for the upgrade was to improve system performance. In one instance, backup elapsed time had reduced from 12 hours to 4 hours,” he reports.
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“We’ve even had one business unit call for support on a Monday because they thought their end-of-week processing had failed because it was not still running; the simple answer was that the new solution enabled processing to be completed in a much shorter timeframe.”

**A Look Ahead**

Not only does Toll now have the ability to scale and react to business demand, but the Hitachi solution has also given Toll a foundation on which they can deploy future storage solutions, allowing for greater operational efficiency and business continuity.

Toll has already completed an extension to the original project with a capacity increase and is expanding the solution to its core networking infrastructure to meet the growing needs of the business.

Says Hyland, “The Hitachi solution means we’re able to offer a storage alternative to business units as their infrastructure reaches end of life. The flow-on effect will increase performance and give the different business owners the best out of their existing assets as well as our own.”

Hitachi took a partnership approach to the project, which ensured that Toll completed the project on time and on budget. Hyland notes that, “This has been one of those rare projects where you set out to do something and achieve it in a set timeframe, on budget and without major issues. The Hitachi team were a great support and ensured that we had zero interruptions to our business.”

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