



HP 1000 Series – Major UK based IT Services Provider

Enline plc were approached by a large IT service group who required assistance in supporting a large communications infrastructure installed throughout the UK.

In total over 200 sites each using a Hewlett-Packard 1000-A Series system were being maintained beyond HP's end of support date. In addition to this, each 1000 Series contained a proprietary HP disk subsystem consisting of a controller, an MFM type disk drive and a unique HP floppy drive.

The service provider was looking for a partner to supply the spare parts that would enable those systems to be supported, initially until 1997.

After discussing the existing procedures in place at that time and the failure rates experienced, it became apparent that the procedures needed significant improvement as 50% of all disk subsystems were failing in the first 6 months.

Enline were confident that as a quality supplier of HP 1000 Series hardware for over 10 years, they had the technical expertise to not only help the service provider, but also to significantly reduce the amount of failures they were having.

In order to reduce failure rates, Enline visited the customer's main site in order to see if they could help establish the cause of the

failures. After the visit it was suggested to the service provider that there were two main weaknesses in the process. Recommendations were made to improve matters on the various sites, and it was also suggested that the proprietary disk subsystems should be tested for longer periods in specific pairings prior to installation in the field.

Enline set up three duplicate test systems at the head office and told the service provider that they could burn in and test the subsystems prior to despatch to ensure proper operation. Each subsystem was then rigorously tested for a period of three days before being passed as suitable for field installation. Test systems were initially running 24 hours a day to ensure sufficient subsystems were tested.

The recommendations made by Enline were implemented across all sites and in conjunction with the increased testing time, an almost immediate failure rate reduction of 40% was seen. As time progressed and the number of Enline tested subsystems in the field increased, the failure rate dropped by a further 40% and continued to fall over the next 6 years. The current failure rate is estimated to be around 2 or 3 %, this represents a reduction of approximately 95%.

The support contract has subsequently been extended until 2005 and due to issues related to

parts availability up to this date Enline are now working on new strategies with the service provider to allow all systems to run unaffected up to and potentially beyond this date.

"This contract is all about Enline's commitment to legacy system supply. There are many customers out there dependant on old systems that are long out of HP support, many of them installed as part of a larger production and control system"
Maria Land, Partner Services Manager, Enline plc.

"We work closely with HP to ensure that customers who aren't able to get the usual HP support can still receive a viable alternative."

