



Case Study



Cresco Equipment Rentals: Continuity Business Strategy

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With 19 locations in California's Bay Area, Cresco Equipment Rentals serves large and small contractors with the tools and equipment they need for both commercial and residential projects.

CHALLENGES

In 2011, Cresco Equipment Rentals had a multi disk failure, which shut down their AS/400 system. The technology malfunction affected the whole company, which prevented all business for multiple days. In order to get the AS/400 technology back up and running, Cresco Equipment Rentals had to restore the system from a nightly back up. The company was lucky that it only lost one week worth of images.

After the technology outage, Cresco Equipment Rentals began thinking about how they could ensure technology problems would not happen in the future. Their options were to either create a more robust infrastructure with a strong disaster recovery (DR) plan or outsource their infrastructure to an industry leading cloud service provider. Ultimately, Cresco Equipment Rentals decided to outsource its infrastructure.

SOLUTION

Cresco Equipment Rentals has a longstanding relationship with Wynne Systems, the developer of the industry's most reliable enterprise resource planning (ERP) solution. Wynne Systems recommended that Cresco Equipment Rentals look at their Platform as a Service (PaaS) solution, hosted by Meridian IT.

Cresco Equipment Rentals needed a partner that offered:

- ▶ A High Availability (HA) solution for their ERP software, to keep their business operational 24 hours a day, 7 days a week.
- ▶ Infrastructure that had redundancy and fault tolerance to provide assurance that the solution was hosted on a stable and protected platform.
- ▶ A DR option in a geographically diverse location.
- ▶ Support staff and engineers with IBM Power System expertise.
- ▶ A best practices approach to technical architecture of the solution that was compliance/security focused.

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IMPLEMENTATION

Since many of Cresco's rental locations are open seven days a week, it was vital that the company did not experience any down time during the transition to the Meridian IT system. Wynne Systems and Meridian IT worked with Cresco Equipment Rentals to do a real-time replication to the Meridian IT technology over a period of weeks. The "fail over" was done at night and took two hours to complete. By the next morning Cresco Equipment Rentals was operating solely on the Meridian IT system.

"We are very pleased with our relationship with both Wynne Systems and Meridian IT. Our system is now monitored 24 hours a day 7 days a week with high availability software. We no longer have to worry about backing up our system and we can be assured that in the case of a disaster we have a strong back up plan in place. Our infrastructure is in good hands with our partners and we no longer lose sleep over these technology issues," said Erik Larson, IT Systems Administration, Cresco Equipment Rentals.

RESULTS

Today, Cresco Equipment Rentals is able to focus on renting and selling tools and equipment for commercial and residential projects. The Cresco Equipment Rentals system is managed by robust, state of the art technology. In addition, technology experts from Wynne Systems and Meridian IT are monitoring the infrastructure to ensure the company's business critical technology is always available. If an issue does arise, the situation can be isolated to the specific store and it does not create a system failure for the entire company.

"We have worked with Wynne Systems for many years and they are a trusted advisor. When they suggested they could help us by managing our infrastructure through Meridian IT we jumped at the opportunity to work with them. We knew we could create a leading-edge infrastructure with an advanced disaster recovery program, but we felt that it would be best to leave the monitoring and management of our infrastructure to industry experts."

- Mark Lingenfelter, Controller, Cresco Equipment Rentals

ABOUT MERIDIAN IT

Meridian IT is a leading information technology solutions company specializing in providing IT business solutions and services to businesses worldwide.

ABOUT WYNNE SYSTEMS

Wynne Systems is a premier provider of equipment rental software for rental companies, implementing Enterprise Resource Planning (ERP) software for the largest rental companies in the world.