

BP Global uses Comarch Data Center

Secure System Hosting

Case Study

BP Global

BP is one of the largest energy concerns in the world. It provides energy in over 100 countries and employs more than 117 000 workers. The goal of BP, clarified throughout 100 years' of tradition, is to bring (financial) benefits not only to the company, but also to local communities located in the places where BP operates.



Analysis

The loyalty program implemented by Comarch in BP Poland in 2002 was a huge entrepreneurial success, which led to the decision of global implementation of this solution. High quality services and optimal pricing made BP Global choose Comarch as the provider of its business application and equipment platform.

The project included consulting services, system licenses, application customization with respect to business requirements of the particular BP branches, as well as maintenance and hosting services. This implementation was all the more remarkable as it was based entirely upon one IT platform using servers hosted in the Krakow Comarch Data Center. System analyses regarding its business efficiency and functionality were conducted separately for each country, allowing for the addressing of local, individual needs.

Main challenges

The requirements that the IT infrastructure was expected to meet include:

- high availability and reliability
- easy scalability
- system and data security
- quick implementation
- innovativeness

Reliability and guaranteed availability of the system, ensured by SLA (Service Level Agreement), required the designing of appropriate architecture and solutions to

allow for scalability and continuity of business applications operation (loyalty system).

System security entailed preparing Business Continuity plans and providing the additional Disaster Recovery Center (DRC). Furthermore, the suggested matrix systems (improving data security) were based on the innovative SUN products implemented in Poland for the first time.

The remarkably short period of implementation resulted from good planning and effective management.

Why Comarch?

The key requirements that the solution provider was expected to meet were high quality service and professionalism, as well as the expertise of qualified managers and engineers. The extensive experience and stability of Comarch, which has been active on the Polish and global market for many years, guaranteed the highest standard of the provided services.

The Comarch Data Center consists of three data processing centers localized in two different cities. This enabled Comarch to meet the customer's requirements: high availability, reliability, scalability and security.

The Comarch quality-to-price rate is optimal: the highest standard of provided services is offered at a reasonable price. It is enforced by other projects prepared for different sectors of the economy, e.g. the banking sector.

Implementation

The five week project of IT infrastructure implementation was divided into three stages:

- implementation and configuration
- optimization, functionality and efficiency testing
- activation of the production system

The high quality expected of the implemented production system demanded previous implementation and solution optimization, as well as functionality and efficiency testing.

The IT infrastructure was based on solutions from various suppliers and producers. Realization of this project required the specialist knowledge and experience of Comarch engineers in such technologies as: IBM and SUN platforms, Linux solutions, Oracle and Veritas.

– The testing stage guaranteed the required functionality and optimization of IT infrastructure parameters for the purpose of achieving the highest level of efficiency. The new SUN solution required an innovative approach since the implemented platform was the first in Poland, says Jacek Dyło, Project Manager.

Post-implementation hosting responsibilities of Comarch include the system and equipment platform, databases and the application, providing the highest availability of the solution and short fix-times.

Business benefits

The implemented solution was based on the reliable equipment and system platform realized in the outsourcing model. This approach enables the customer to concentrate on the business itself, by selecting a number of processes which can be handed over to the external company.

Customer's Voice

The most decisive factor which made us choose Comarch was the high quality of services provided so far, and the possibility of continuing this strategy with focus on business development, along with transferring the risk related to IT infrastructure operation and exploitation to the service provider. SLA (Service Level Agreement) guarantees the expected level of service, professionalism and security. And the greatest benefit of the outsourcing model was the increase in ROI (Return on Investment) and reduction in TCO (Total Cost of Ownership) – Pawel Dziadkowiec.

SLA (Service Level Agreement) guarantees the expected level of service, professionalism and security. The outsourcing model had other advantages that were also decisive: TCO (Total Cost of Ownership) reduction, transferring the risk to the service provider and the possibility of flexible adaptation of investments to the budget assumptions.

Storing IT resources in the Comarch Data Center provides the customer with additional functionalities, such as the central back-up system, which raises the security of the stored data. Other options which increase IT reliability within the Comarch Data Center are comprehensive and proactive data center system monitoring and specialists ready to help 24h a day, 7 days a week, 365 day a year.

Another huge benefit is the scalability of the solution, especially if one considers the long-term business strategy of the company. It allows for flexible extension of IT along with BP's development, e.g. easy implementation of the loyalty system in other countries.

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