

CASE STUDY

Tintri Provides the Perfect Prescription with Tintri IntelliFlash™

IntelliFlash



The Day Lewis Group is an award-winning family business, consisting of one of the largest independent pharmacy chains in the UK and Europe. Founded by Kirit Patel MBE and his brother JC Patel in 1975, the Group remains a family-owned entity today, having grown from one pharmacy in Southborough to owning and managing over 280 pharmacies in the UK today. As well as a strong retail pharmacy base, the Group contains a central distribution division, with warehouses equipped with Knapp automation, in order to supply over 4,000 pharmaceutical products to its retail pharmacies in the UK. Day Lewis employs over 2,700 people

and has a major presence in the south of England, from Cornwall to Greater London. The company also has the management rights to the pharmacy concession in Harrods, the world-famous department store in Knightsbridge, London.

The Challenge: Cost-Effectively Processing Thousands of Prescriptions Each Day

A good pharmacy is one that keeps the customer at the center of everything it does. This is Day Lewis Group's philosophy. When it comes to its IT infrastructure, its data storage and processing systems are business-critical because thousands of prescriptions are processed across five distribution centers every day.

The smooth running of the IT infrastructure underpins business success at Day Lewis. Due to substantial growth over the past few years, Day Lewis required an IT storage refresh to better process prescription orders, each of which is issued to one of five distribution centers. To provide next-day deliveries to its pharmacies across the UK, the family-owned business is reliant upon its IT infrastructure, which is integrated with its fully automated warehouses and other business activities through ERP process management software.

Day Lewis has never lost business owing to an IT system failure, so when head of IT, Colin Kendrick, observed that the legacy storage was beginning to struggle with the data growth to support operations, he made it a priority to look at disaster recovery options.

"It's critical for us to make sure that our systems run at 100% resilience. Day Lewis is regulated by stringent NHS regulations, so we are required to store patient data for seven years, hence our data storage is only ever going to get bigger and bigger. We had reached the point where we regularly needed to add capacity to keep on top of our growing volumes of data," explains Kendrick.

Prescription orders are received throughout each day and it is essential to the business that there is no down time at hardware or systems level. The company's team of forty-two IT staff is responsible for ensuring the smooth running of the IT infrastructure and the avoidance of any downtime. Data bottlenecks are a particular cause for concern because there is a small timeframe each day in which orders must be consolidated in time for the daily "picking wave," which takes place each day between 5:30pm and 8:00pm. During these times, Day Lewis has between 12,000 to 14,000 drug prescription orders, with thousands of prescribed packages to be prepared and shipped out across the country.

The legacy storage system was not efficiently storing and processing data, and though its VMware connectivity was satisfactory, there was still significant room for improvement. Moreover, data storage was becoming an increasing expenditure for the pharmacy chain as it required the near-constant addition of disk space to accommodate for business growth. Kendrick was keen to introduce a flexible IT system that would protect company data and support fast IT performance, but also offer scope for simple and affordable scalability.

Challenges

- Process between 12,000 to 14,000 transactions in a 2½ hour window to meet delivery schedules
- Achieving 100% resiliency and availability to process retail orders
- Data bottlenecks at peak traffic times
- Reduce IT administration time
- Identify a scalable and cost-effective data storage solution

Solution

- Tintri IntelliFlash T-Series

Results

- Data compressed by 66.3% freeing >25TB of storage capacity while hosting 200 servers
- Reduced administrative time
- Ability to process all prescription fulfilment today with scalable capacity and performance for future needs

The Solution: Tintri IntelliFlash T-Series

Kendrick and his team reviewed several options. They wanted to find a solution that used data compression in order to reduce the need for more storage capacity. They soon found that the IntelliFlash system met all of their criteria, including high reliability, resilience, performance, and ease of use.

In particular, the systems could optimize storage capacity via real-time compression and deduplication of data. This was attractive, because by reducing its data storage requirements in this way, the IT team could take back control of its expenses in the certainty that there would be no need for additional systems for the coming three years.

The Results: Drastically Reduces Storage Requirements with a Hassle-Free, Scalable Solution

The IntelliFlash platform is business-critical for Day Lewis. There are 200 servers running on it. Because prescriptions come in throughout the week, the fully automated system has been carefully developed to process orders to ensure deliveries take place within twenty-four hours after the order being made. Previously, there were 38.8TB of uncompressed and undeduped data stored in the Day Lewis data center. With IntelliFlash, this figure has dropped to just 13TB, a 66.3% reduction. Furthermore, the new system requires minimal administration time.

“The IntelliFlash platform is core to everything. We have 200 servers running on it and the systems are so robust and high performing that my team rarely has to touch them. This means we have time to be proactive and tackle development and support programs.”

Colin Kendrick, Head of IT

Experience Different! For more information on how Tintri IntelliFlash can turbo-charge your business success through a simple, Intelligent Infrastructure, visit tintri.com/intelliflash.