

“It was crucial for us to make sure our IT would be hosted in a secure environment”

Andy Butler | Head of IT for The Dyno Group

Client



The Dyno Group PLC (part of British Gas/Centrica)

Turnover: Not Disclosed

Employees: 1000+

Dyno-Rod is the most established emergency drainage and plumbing company. The Group became part of Centrica in October 2004 and has grown from strength to strength; and today Dyno-Rod is the market leader and a well known name. There are over 100 franchisee businesses, employing over one thousand engineers and support personnel operating from the Channel Islands to Scotland.

IT Challenge

Dyno-Rod needed to host a dedicated environment for their bespoke installation of Microsoft Dynamics CRM. Their CRM system is core to their business processes and any downtime would cost Dyno-Rod significantly. They therefore needed to find a company who could host the environment and meet all of the performance and resilience needs.

The CRM system would be accessed from a central call centre and all of the franchisee businesses from around the country. It would have a bespoke code base, pre-production environment and need a custom infrastructure designed to meet the business requirements.

Hosting Requirement

- Scalability – the ability to add resources quickly as the business grew
- High availability – 100% uptime was critical
- Resilience – through using a virtualisation technology to achieve minimal downtime
- Assured business continuity and DR options
- Central systems accessible from multiple locations
- Predictable and highly competitive monthly fee

Solution

Dyno-Rod partnered with secureVirtual to create and manage their Dedicated CRM hosting environment. secureVirtual worked with Dyno-Rod's internal architects and Dynamics configuration partner to create a bespoke infrastructure built of multiple VMware virtual servers. The environment is designed to get optimal performance from Dynamics CRM and includes full secondary site disaster recovery. Dyno-Rod's internal IT team also regularly utilise the support of the secureVirtual hosting consultants.

Results / Benefits

- A dedicated hosting environment that Dyno-Rod can administer as they wish
- A predictable monthly cost and complete flexibility to increase resources
- 100% uptime and enterprise class disaster recovery
- Dyno-Rod now focus on running the application and forget about the hosting

Andy Butler

Head of IT for The Dyno Group

“Dyno-Rod are currently using secureVirtual to host our main CRM business application on virtualised servers. It was crucial for us to make sure our IT would be hosted in a secure environment and that our entire Franchisee network could access the servers with no problems. We also needed secureVirtual to be able to respond quickly to changes we requested to the environment. We are already investigating hosting further IT services with secureVirtual later in the year”

Want to know More?



Meet us for a no strings attached coffee and see what you think

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Email us hello@securevirtual.com