

# Miller Industries upgrades their infrastructure, establishes a DR site

## The Customer

Miller Industries, Inc. is the world's largest manufacturer of towing and recovery equipment, and markets its towing and recovery equipment under a number of well-recognized brands, including Century, Vulcan, Chevron, Holmes, Challenger, Champion, Jige, Boniface and Eagle. With operations in the United States and Europe, Miller Industries, Inc. employs more than 950 employees with over \$350 million in sales. It has a manufacturing subsidiary, Miller Industries Towing Equipment Inc., "Miller Industries," headquartered in Chattanooga, TN.



## The Need

Miller Industries needed to maintain backup tapes of data in the event of a file corruption, fire, or natural disaster. Already operating in a mostly IBM environment, Miller Industries first established a relationship with LRS® IT Solutions in 2003 when they purchased IBM Tivoli Storage Manager (TSM) software, two IBM pSeries 615 servers, and an IBM 3583 tape library to replace some aging HP and Sun equipment and software. TSM was originally purchased to manage the backup of data and off-site tape storage in a different physical location than headquarters.

Over time, Miller Industries' computing requirements began to change. The ERP and database software Miller Industries uses needed to be updated with a new version, but their current hardware wasn't equipped to handle the upgrade. In addition, Miller Industries saw the need to improve their Disaster Recovery (DR) readiness through the implementation of a remote site. To help

resolve their technological and infrastructure needs, Miller Industries once again turned to LRS IT Solutions.

## LRS IT Solutions

LRS IT Solutions assembled a team including a DR certified consultant to provide Miller Industries a comprehensive hardware solution meeting their long-term goals and business requirements. Miller Industries had several initiatives that mandated upgrades to their existing hardware and the purchase of new products and services:

- Upgrade application and database software
- New servers for testing and development
- Lower maintenance costs on hardware
- Create a remote site to satisfy Disaster Recovery (DR) requirements

With these specific requirements in mind, LRS advised Miller Industries to purchase four IBM pSeries servers with the latest POWER5+ processors and virtualization technology, an IBM xSeries server with VMware software to handle all non-AIX services and applications, a DS4300 disk storage unit, and another IBM3583 tape library.

The first two pSeries servers run the new application and database software while the third is partitioned using IBM hardware virtualization technology to replicate the environment of the first two servers.

The remaining equipment was used to create a replica of Miller Industries' production environment at the remote DR site. The TSM database is backed up to a file and sent via FTP to the TSM server at the DR site. Data tapes are sent to and returned from the DR site via United Parcel Service (UPS) each week. This allows Miller Industries to save money by not having to use expensive dedicated circuits that would be required to send their full data set across their network.

## Business Situation

- Customer wanted to upgrade their application software which meant updating their hardware to run the new software.
- Establish a DR site that mirrors their headquarters computing environment

## Solution

- Update and consolidate existing hardware with two new IBM pSeries
- Install new IBM pSeries and tape library for DR site

## Benefits

- Running production on new hardware, Miller Industries is now set-up for future growth
- Met all requirement associated with data integrity and realized many efficiencies as well as a cost savings

## For More Information

2401 West Monroe Street  
Springfield, IL 62704

217.793.3800

[www.LRSitsolutions.com](http://www.LRSitsolutions.com)



