

# DERMOPHIL INDIEN

Dermophil Indien is a French company created in 1946; it includes two legal structures, Dermophil Indien for pharmaceutical products and Melisana for cosmetic products destined for supermarkets and hypermarkets. The site represents around 80 people and operates its business mainly in France for export (Switzerland, Asia, etc.).



## THE OBJECTIVES

- Manage plans to resume activity
- Manage risks and accidents
- Adapt to new requirements from insurers
- Ensure a high level of availability
- Manage a multiple-OS and mixed environment (virtual/physical).

## IMPROVING SYSTEM AVAILABILITY AND CONTINUITY

### The issue

All of Dermophil Indien's activities are based on an ERP system (TOLTECH software/ORACLE 10g databases) which has been customised for the company to manage its CAPM, sales, purchases and production operations.

The Dermophil Indien ERP system is critical as it lies at the centre of its entire operation.

In 2008, Mr RAVIART, Computer Science Engineer and Director of the group's Information Systems, investigated the implementation of a solution for a business recovery plan that would be capable of handling not only hardware and software failures but also potential accidents (fire, flood, etc.), in order to guarantee an optimum level of availability for the ERP system.

### The situation

Dermophil Indien has two sites situated approximately 150 metres from each other, connected by fibre optic cable with total redundancy in the links and the network switches. On top, a business recovery plan was also planned at another remote site which is connected to the main site by means of WAN links.

*"We need to find a solution capable of managing a business recovery plan on both a LAN and a WAN, and one that will allow us to anticipate and adapt to the new requirements of our insurance companies"...*

*"The technical solution selected must guarantee a high level of availability at hardware, software and site level,"* comments Mr RAVIART, Computer Science Engineer and Director of Information Systems.

## A RAPID, AVAILABLE AND SECURE SOLUTION

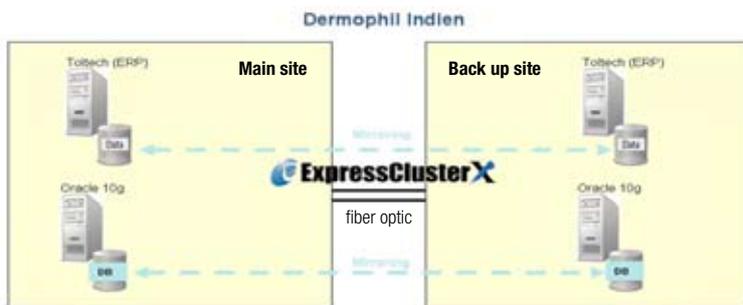
### The chosen solution: NEC ExpressCluster

After a favourable response from the insurers and the fire service, Mr RAVIART opted, in addition to measures for fire protection and site access, for a business recovery plan between the two buildings situated approximately 150 metres from each other. He has chosen the NEC technology for the solution deployment.

The NEC ExpressCluster solution in mirror mode was deployed on two NEC Express5800 servers at the main site and the same two servers at the backup site. ExpressCluster protects the integrity of the data and the Oracle database in synchronous mode in the event of a failover.

### The configuration implemented

- NEC ExpressCluster in mirror mode (synchronisation of disk data in real time)
- 2 NEC Express5800 servers
  - 120Rh-1 for the ERP TOLTECH application
  - 120 Rj-2 to host the Oracle 10g database



#### Mirrored Disk LAN Cluster

- High local availability
- Synchronous protection of all data
- No SAN required

In the event of an application or hardware failure or an accident, the ERP system switches instantaneously to the backup site, thereby ensuring a resumption of operations in a matter of seconds.

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### Additional agents

To enhance the security of the system, the Oracle ExpressCluster and ExpressCluster Alert agents have also been deployed. The Oracle ExpressCluster agent makes it possible to simulate user activity in the Oracle databases and detect any errors in the application (e.g. response times, etc.) – and then trigger a failover in the event of a failure. ExpressCluster can therefore detect failures or faults at hardware, system and application level.

To avoid IT staff having to connect to the ExpressCluster administration console every day, the ExpressCluster Alert agent can be used to configure alerts by SMS, e-mail, etc., in the event of a failover.

## SUCCESS STORIES

### Why Dermophil Indien has chosen NEC

*"We compared the NEC cluster solution with a virtualisation solution (VMware HA), but we found that it didn't really meet our specifications. In fact, the high availability in VMware HA was only contained at virtual machine level and not at application or database level, which meant there was a risk of no failover if an application failed, and of loss of integrity in the Oracle databases in the event of a failover in the virtual machine. What's more, the NEC solution didn't require the installation of a SAN, which was a not inconsiderable financial advantage. Finally, NEC was able to demonstrate the relevance of its solution at this level, and its adaptability in either a LAN or WAN environment"* says Mr RAVIART, Computer Science Engineer and Director of Information Systems.

### The customer's view one year later

A year on from the implementation of the "business recovery plan", Mr RAVIART, Computer Science Engineer and Director of Information Systems, is extremely satisfied with the NEC solution.

*"The servers and the NEC ExpressCluster solution are very reliable (no failures after a year of production), the solution remains simple to use and we have total control over the failover and recovery procedures. I am very satisfied with the solution, and with the deployment procedure, and I am also pleased to have only one contact for the entire solution.*

*Finally, the close contact with NEC at both a commercial and technical level has reassured us in the technological partnership that we signed..."* adds Mr RAVIART, Computer Science Engineer and Director of Information Systems.

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