Delaware North

Infrastructure Refresh with Minimal Customer Impact

A Post-Acquisition Major Technology Upgrade Case Study

Delaware North™

Case Study
Delaware North

Website
delawarenorth.com

Industry
Hospitality,
Entertainment, Gaming

Company Size
10,000+

Country
Australia

About
Delaware North

Delaware North is a privately-owned business headquartered in Buffalo, New York. What started as a small business that sold popcorn at carnivals and events is now a $5 billion business that spans multiple areas including sports, retail, hospitality, gaming and entertainment. The business has approximately 55,000 employees worldwide and is focused on delighting guests by creating the best possible experience today while re-imagining tomorrow.

The
Summary

When US-based business Delaware North acquired the Sky City Casino in Darwin, it had to conduct a major technology upgrade – without any impact on the customer experience. As Delaware north's local technology partner, Brennan helped the global business design its strategy for this critical migration, as well as procure the new equipment.

Business Challenge	The Solution	The Results
• Migrate & upgrade major casino technology infrastructure • Zero interruptions to customers	• Design and procurement of new, modern infrastructure with HPE HF40 SAN storage solution	• 18 separate systems successfully transitioned • No negative impact to customer experience

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People first – secure always

"Our due diligence confirmed that we would require additional storage and compute capability as an immediate priority.**"**

Phil Witchen
IT Manager
Delaware North

The
Situation

In 2019, Delaware North acquired the Sky City Casino in Darwin in keeping with its strategy to expand its hospitality and gaming portfolio worldwide. As part of its due diligence before the acquisition, Delaware North realised it would need to conduct a major technology upgrade once the casino was under its control.

The
Challenge

The majority of the existing infrastructure was nearing its end-of-life and posed a risk in terms of compliance and performance. Delaware North also wanted to bring the casino under its domain to ensure consistency with its global operating standards and systems. While the upgrade itself was relatively straightforward, it needed to be done without affecting the casino's operating hours. For customers, it needed to be business as usual.

The
Solution

The first part of the casino's existing infrastructure that required an upgrade was its server storage, and Brennan worked with the business to find and procure a suitable solution.

"Our due diligence confirmed that we would require additional storage and compute capability as an immediate priority. Darwin Sky City Casino had, during the takeover period, purchased an HPE HF20 Nimble SAN. While this solution was of high quality, it wasn't robust enough for our needs, so we decided to upgrade to an HPE HF40 SAN storage solution instead," said Witchen.

➔ THE SOLUTION CONT...

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> "Brennan is a trusted partner of ours, and there is certainly mutual respect and understanding from both organisations. We are both working towards the same outcome. It's a deep-rooted engagement that will be ongoing."

Phil Witchen
IT Manager
Delaware North

"From a technology point of view, the HPE HF40 SAN storage solution is also incredibly resilient and high performing and gives us the compute power we need in a small form factor – with the ability to scale as we need to," he added. "Plus, in terms of compliance, the HPE solution can handle the high load requirements that gaming databases require, and therefore ensures we are meeting necessary regulatory requirements."

"We recommended the HF40 SAN storage solution because it's a robust solution that offers speed and efficiency for mixed-workloads, with incredibly rapid responses and better performance than other hybrid arrays," said Nick Lowther, Business Development Manager at Brennan.

"Though the initial HPE HF20 Nimble SAN solution that Sky City had acquired before the takeover wasn't going to be sufficient to meet Delaware North's ongoing needs, we were still able to use it as a replication target in the new infrastructure, to ensure high availability," he added.

The entire project also needed to be completed very quickly – to ensure there was no interruption to the casino's service during the takeover. "We were certainly working to a tight timeframe, so it was important that we had procured and organised everything we needed to in advance," said Lowther. "Our early involvement helped ensure that everything was ready to go, and there were no issues," he said.

"Brennan really helped by providing expert advice and guidance us as to the amount of storage and compute we required to meet our needs, as well as procuring the equipment when it was needed," said Witchen.

"We have dealt with Brennan before and have always been impressed by their level of engagement, as well as their people and experience," he added.

→ THE RESULTS

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18 systems transitioned

No negative impact to customer experience

Foundation laid for future up-lift

No wastage due to repurposed technology

The Results

As a result of Delaware North's highly organised approach, and Brennan's assistance in defining the blueprint and procuring the required equipment, the casino's infrastructure was transitioned without any impact on customer experience.

This spanned 18 separate systems (including finance, ERP, HR, property management and business intelligence) being transitioned and now means that a foundation has been successfully laid for a future up-lift of other end-of-life infrastructure at the casino (including surveillance networks and phone systems). There was also no wastage as existing technology was able to be re-purposed.

"This was a very successful project in terms of the solution and our involvement. It certainly cemented our relationship with Delaware North," said Lowther.

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Want more information about the products and services that Brennan have helped Delaware North with? Here's a brief overview.

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Services

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Procuring the equipment that's right for your people and your business can be difficult and time consuming. We take the stress and hassle out of the equation – leveraging our extensive industry contacts, reliable network and local warehouses, to procure and deliver most ideal technology for your business, when and where you need it, at the best possible price.

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We're proud to have been awarded 'Service Provider of the Year' & 'Gold Partner of the Year' in 2019 by Hewlett Packard Enterprise.

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Unlike nearly every other Managed Services Provider, Brennan offers a complete range of services across infrastructure, networking, end-user support, unified communications & telephony, IT security, hardware & software procurement, pre-paid support & project services, and bespoke business application development such as CRM, intranet, and automation.

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