

Navigating the Complexity of a Global Winshuttle Architecture

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WINSHUTTLE
USER
GROUP CONFERENCE

Agenda

- Who am I
- Purpose
- The Issue
- Finalizing Architecture
- Planning Resources
- Planning Implementation
- Install and Validation
- Administration
- Capacity Planning
- What we learned



Who am I

Jason Lewis
Technical Architect
Winshuttle

- Architecture Planning
- Implementation of the Winshuttle Products
- Capacity Planning
- Health and Maintenance

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Purpose

This presentation is intended to display that with proper planning and execution, a globally dispersed Winshuttle architecture can be implemented successfully to meet the customer's needs.



The Issue

- Customer is headquartered in Georgia
- SAP is in New York
- They would like to cloud host their infrastructure in Las Vegas
- Users are in the Philippines – 1,000 to start. Expand to 10,000
- Citrix is in Georgia
- Latency?
- Can this work?



Map

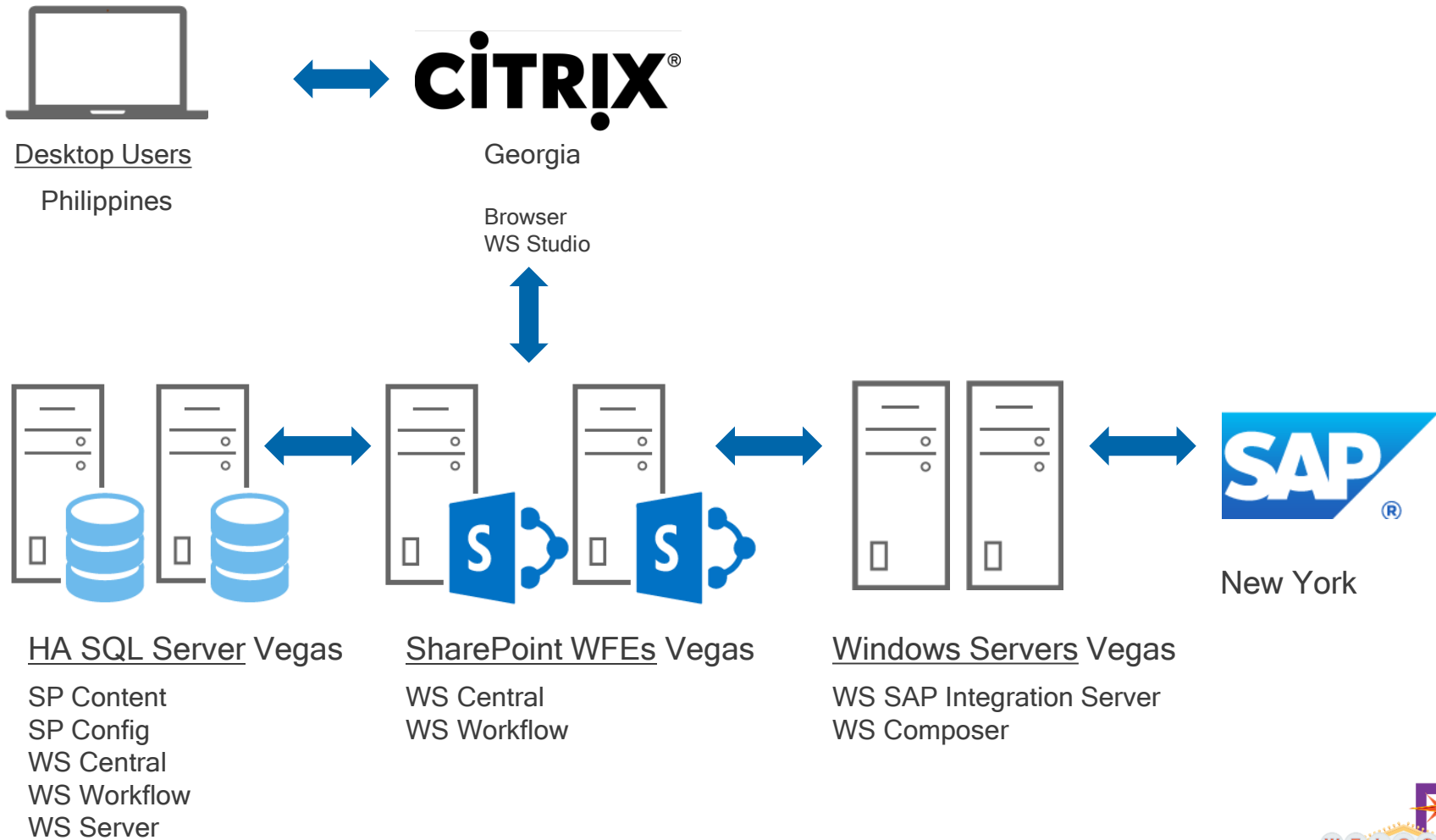


Finalizing Architecture

- Architecture recommendations
- Proposal of cost to the business
- Cost constraints
- Architecture cuts



Production Architecture



Planning Resources

- This customer uses outsourced IT
- 6 companies involved
 - Customer internal IT (Networking)
 - ATT (DNS)
 - IBM (Domain)
 - Virtustream (Hosting)
 - Capgemini (IT resources – SharePoint, SQL, etc.)
 - Winshuttle (Implementation and solution design)
- Hand off to Technical Project manager



Planning Implementation

- Setting Timeline
- Creating a work breakdown structure
- Assigning resources
 - Server creation – Virtustream
 - Adding servers to domain – IBM/Customer networking
 - Setting up DNS – ATT
 - Installing and testing SQL and SharePoint – Capgemini
 - Installing Winshuttle Foundation – Winshuttle
 - Testing – Customer’s users



Install and Validation

- Waiting on teams to complete their part
- Working through issues
 - POs
 - Miscommunication
 - Missed deadlines
 - Knowledge transfer
- Winshuttle install
- User testing in DEV
- Training
- Deploy 3 more environments



Administration

- Globally dispersed architecture
- 1000 up to 10,000 users
- Multiple support vendors involved
- Need to address Administration
 - SQL
 - SharePoint
 - User Maintenance
 - License administration
 - Site Administration
 - Network latency
 - Etc.



Capacity Planning

- Expansion of users
 - Multiple environments needed?
 - Advanced architecture
- Expansion of use case
 - Data intensity (load)
 - Data complexity (forms)
- Change in infrastructure (Citrix)
- Relocating infrastructure (Vegas to Asia)
- Relocating SAP (NY to Asia)



What we learned

- Technical project management
- Set expectations early
- Buy in from all parties
- Understanding by all on the scale of this project
- Clearly defined roles and responsibilities



Questions?

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