

Ship To *Sure* Communications



EQUINOX MARITIME LTD

Keeping Up With Uptime

Equinox Maritime is a trusted provider of international deep sea bulk cargo handling and delivery services. The Athens, Greece based company has over 100 years of cargo handling experience and operates a modern fleet of 23 vessels including the popular Supramax (50,000-60,000 deadweight tonnes capacity). Their vessels deliver millions of tonnes of dry-bulk cargo a year for customers around the world in industries ranging from construction and steel to energy and agri-food.

“The Anvil! is much more reliable than other software thanks to its design simplicity and quick, intelligent, autonomous decision making capability.”

Thodoris Efstathiou, ICT Manager

Executive Summary

Equinox’s servers host mission critical software applications for ship-to-shore communications, network management, fleet monitoring and internal collaboration tools. The company was seeking to replace their existing on-board availability system. They needed a system with a broader feature set that was more reliable and easier to support in-house.

Equinox chose the Anvil! high-availability software as the foundation for their new availability platform.

The Anvil! software delivered these key benefits:

- Simple design/easy to install
- Continuous system operations – eliminate downtime due to hardware failure
- Self-managed, autonomous operation
- Lower total cost of ownership
- Simplified server management
- Backstopped by Alteeve 24x7 global support

Challenges

To enhance server availability, Equinox was using a Linux based open source high availability product provided by a third-party systems integrator. This product didn't provide the robust feature/capability set necessary for the level of high-availability required by their critical applications.

Equinox also sought to reduce system administration overhead and operating costs. Despite the open design of the system, Equinox found administration very restrictive and cumbersome.

The system administrator had to contact the integrator for even the smallest support issue which was made worse by the delayed response from Integrator. The disruption to Equinox's business continuity was both frustrating and very costly.

How The *Anvil!* Helped

In all, the systems on 23 Equinox Supramax vessels were configured with Anvil! software. The transition to the new software was seamless – assisted by the Alteeve Deployment Team working in conjunction with the Equinox IT Team.

All servers and software applications were installed, tested and production ready within a few days. The Equinox Team was quick to learn and adopt the simple server management interface. The intelligent software thinks and acts by itself.

The Anvil! proactively identifies and mitigates issues without manual intervention. No longer did Equinox have to rely on an Integrator to provide support. The Anvil! software combined with the fully redundant design architecture allows the company's ships at sea to keep operating even when systems suffer a critical hardware failure.

This reflects Alteeve's standard: support that stays out of the way until it's genuinely needed.

The open and simple design of the Anvil! software has allowed the Equinox Administrator to address any issues in-house.

When and where necessary, the Administrator can monitor and manage these remotely deployed systems from anywhere.

The Anvil! is next generation high-availability software that provides the same reliable, predictable performance whether it's deployed in a data center, on premise or in a remote location such as ships at sea.

Results, ROI and Future Plans

Equinox have found that the Anvil! software is much more reliable than similar solutions due to its design simplicity and rapid, intelligent, autonomous decision making capability.

Equinox expect to reduce software acquisition and maintenance costs by 90% compared to alternative virtualization or availability software solutions that they evaluated. They also know to count on Alteeve's 24x7 support to resolve any interrupt situation regardless of cause. The IT Team began with an initial deployment of 4 Anvil! systems and subsequently rolled out the system to a total of 23 vessels.

The company is planning more system deployments in their fleet for the new year. As shipping markets flow from calm to gale force with lightning speed, the efficiency of operations is critical. The Anvil! has not only helped Equinox achieve these operational efficiencies but also helped the company lower costs.

