



## OPEN MINDS PROVIDE SQL SERVER & SAGE RECOVERY SOLUTION FOR KOCHER & BECK

Kocher & Beck prepared for future growth by using SIOS Protection Suite for Windows.

### Introduction:

Kocher and Beck provide cutting tools for the label market. With a prestigious customer base including well known household names, they work to tight deadlines and high expectations. David Morris helped to open their UK office in 1991, sales turnover now exceeds £3m and the demand has been so great that they have had to expand into the current purpose built facility which incorporates 20,000 sq ft of production space and 5000 sq ft of office space.

### What would be the implication of a server going down?

"We cannot afford the luxury of long periods of downtime."

"Loss of network or servers would mean no orders being processed, no invoices being produced, no management accounts, no email being received and no production taking place."

As their business requirements have grown, K&B's IT requirements have grown; accordingly, they currently have 40 users on their sales and accounts systems, and 25 users on their production machines.

### Why did you look for a recovery solution?

"We're looking to cut costs by moving to open source and avoiding ongoing license fees." commented David Morris, Managing Director. "Therefore, from the time an order is entered into the system, to the time delivery takes place, access to the servers is essential for the process to run smoothly. This, combined with the customer requirement for 24 hour delivery makes our systems totally critical. We cannot afford the luxury of long periods of downtime" David continued. "As if this wasn't enough, we also use our servers for our Sage Accounts and back office systems" "Our production runs 24 hours a day over 5 days, but our IT department works during office hours, this means that we were having to call IT staff out of office hours whenever there was a problem. In addition, there was always an uncertainty over what would happen if our systems went down when our Systems IT Manager, Alex Johnson, was unavailable"

### Can you quantify the cost of downtime for Kocher and Beck?

"There are many costs relating to downtime. The financial cost alone would be well over £12,000 per day just in lost production and invoicing. In addition, there is also the cost of the loss in staff productivity. However, I believe that the main cost to the company would be the loss in customer confidence. Our credibility is what's really at stake if we don't deliver according to our promises."

Alex was due to take a long holiday towards the end of 2007 and K&B focused their efforts on having a recovery solution in place one month before he went away. They had been looking for a solution for two years by then and had tried many different options including off site backups, cold standby servers and data replication solutions. When asked about why this project had taken so long, David replied "For each of the solutions we looked at there was a stumbling block, most of them did not monitor the SQL application and failover, or they performed a part of what we wanted. Don't forget that it is not just about having a backup of the data and getting a standby server up and running, you also have to get the database reloaded, and, the most time consuming part is for someone to go to each client machine and reconfigure each client to point to the new server."

K&B were introduced to SIOS protection Suite (SPS) and they went to Open Minds to see a demonstration. "When we saw SPS running and were shown a real file "pull the plug" demonstration of a server failover, we knew it was exactly what K&B had been looking for. It is a simple, easy to use and configure product which can replicate, monitor and failover our servers automatically. "All of the problems we had experienced when considering other solutions were addressed by SPS and I am glad that this was borne out in the simple and effective installation process which concluded in October 2007"

### Working with Open Minds?

"We found working with Open Minds was of prime importance. The people at Open Minds are clearly experts and our engineers really appreciate having the ability to phone someone locally who can resolve issues quickly and efficiently" commented Alex of Kocher & Beck.

### Has there been an occasion when SPS 'saved the day'?

Alex commented "Yes, I was on holiday in November when a server failover occurred. Had the mirror not been in place, this would have resulted in lost production until a support visit could be performed. As SPS was in place, staff did not even notice, and the problem was resolved without any disruption or panic".

SIOS Technology's SPS software constantly monitors the health of K&B's critical applications, including their Windows Fileserver, SQL Server, and SAGE accounts systems. On detection of any problem, a recovery process is automatically launched. Typically, this involves restarting the application on another server within the IT cluster. Because the data has been replicated between the servers, all data associated with the application is immediately available to the newly active server. SPS also takes care of switching over all IP addresses, so that the current connections are seamlessly moved to the new server.

### How was the installation of SPS and was there any downtime associated with it?

"We had no downtime when we installed SPS. Most of the preliminary work was done beforehand. We had bought an identical server as our backup server, and with the help of Open Minds we installed our software and SPS prior to this. The new server became our live server while we were reloading and installing SPS on the second server. After that, it was a matter of just connecting it all up. Our production does not run on Saturday afternoons, and we used that time for the final implementation." Kocher and Beck used SIOS Competence and Support Centre, Open Minds High Availability Solutions to assist them in the implementation of SPS.



### [About Kocher & Beck](#)

“Our quality your success  
Innovation + precision”

Founded in 1965, today Kocher+Beck is one of the world’s leading manufacturers of high precision cutting tools and cutting units for the printing and converting industry. Kocher+Beck employs roughly 520 people worldwide and generates annual sales of around €60 million. Having started out in rather modest premises in Stuttgart, Germany, Kocher Beck GmbH + Co. Rotary Stamping Technology KG has grown into an international corporation with production sites in Germany, Great Britain, the U.S. and Russia.

The printing industry has relied on Kocher+Beck’s premium products for decades. We are a world leader in rotary die cutting technology, but equally, a preferred system supplier of premium printing products in other areas of production.

From high-precision flexible dies, reliable printing cylinders, hot stamping cylinders and sophisticated pressure measurement systems, through sturdy TecScreen screen printing meshes, to innovative splicers, Kocher+Beck delivers product solutions that meet the very highest standards, every time.

### [About Open Minds High Availability Solutions](#)

Born In 2001, Open Minds High Availability Solutions Ltd was a thriving solution centre for the UK, Ireland and Gulf region. Our initial offerings included SIOS Technology, a High Availability and Disaster Recovery solution, and we swiftly added to this with OP5, an enterprise-class monitoring solution.

Since then, it’s been an incredibly satisfying journey defined by providing a rich and ever-growing client network with full sale cycle, Lead generation, software development, implementation, training and consultancy.

Along the way, we have diligently developed bespoke apps and value-adding tools to optimise the solutions we provide our delighted customers.

The road has been paved with achievements, and we’re adding to these advances daily. Now we look ahead to the next exciting chapter in the unique journey of Open Minds. We’re adding new products to our portfolio including ServicePRO (a highly acclaimed work-flow process and help desk solution) and further focusing on introducing pioneering new technologies to the EMEA market.

[www.openminds.co.uk](http://www.openminds.co.uk)