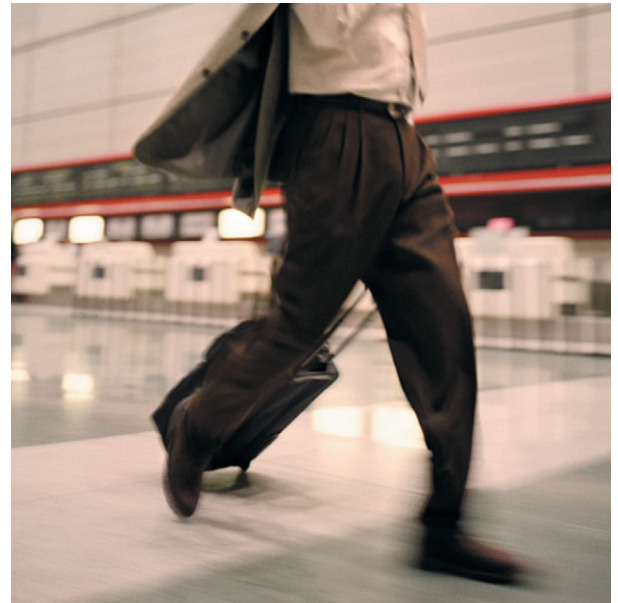


PeopleSoft and HP's adaptive enterprise IT infrastructure deliver increased agility to Delaware North Companies

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+ hp

"Our HP infrastructure is very stable, which gives me great peace of mind, and the Delaware North businesses are very happy with the service levels we deliver for the mission-critical PeopleSoft applications. HP's adaptive enterprise architecture simplifies the integration process for new technology, giving us the ability to quickly respond to the company's changing needs."

– Dave Meacham
Director of Technology Services
Delaware North Companies



Solutions for the adaptive enterprise.

PeopleSoft.



Delaware North Companies was looking for an IT vendor who was more of a collaborator than a supplier – a partner that could embrace its business objectives as well as the IT requirements, and deploy cohesive, cost-effective solutions.

Each year at sporting events, national parks, airport terminals and entertainment destinations, half a billion people from around the world visit Delaware North Companies' locations. Delaware North Companies' knowledge and creativity have established a legacy in the hospitality and food service industries. Whatever the venue, Delaware North Companies' vision is to become the preferred provider of products and services that foresee and satisfy the needs of customers, balancing the highest level of satisfaction consistent with maximizing returns to stakeholders.

To support Delaware North Companies' goals, its Technology Services Group has deployed a highly available IT infrastructure that serves seven subsidiaries throughout the United States, Canada and Australia. Back in 1993, Delaware North Companies was looking for an IT vendor who was more of a collaborator than a supplier – a partner that could embrace its business objectives as well as the IT requirements, and deploy cohesive, cost-effective solutions. Delaware North Companies chose HP as having the partnership qualities it was looking for.

Embracing company initiatives

Dave Meacham, Director of Technology Services for Delaware North Companies, reflected, "The past decade has proven HP to be an excellent partner. As we continue to enable our IT operations to meet changing business needs, we have a couple of ongoing initiatives – standardization and centralization – which clearly align with HP's adaptive enterprise message of simplification, standardization, modularity and integration."

Delaware North Companies needed to balance centralizing functions with enabling other capabilities in the regions, to optimally reduce the cost of operations and help Delaware North Companies maximize its business performance and resources worldwide. Meacham gave an example, "We wanted the remote locations to perform their own data entry online, while maintaining a centralized infrastructure."

Since the mid '90s, Delaware North Companies' business critical applications environment has relied on PeopleSoft® Enterprise Financial Management (FM) and Human Capital Management (HCM). A single database instance for these applications – running at the company's headquarters in Buffalo, New York – hosts the global operations 24x7, thus requiring high availability and disaster tolerant solutions to protect the integrity of data and guard against man-made or natural disasters.

"By keeping a lot of functions at corporate, we are able to minimize operational costs. In addition, the centralized infrastructure allows us to respond quickly to support market changes – every business decision impacts IT in some dimension," elaborated Meacham.

In the volatile entertainment marketplace, Meacham strives to ensure the security and continuity of business operations, while minimizing exposure to external risk factors. He stated, "It comes back to focusing on the standardization of architectures, centralization of components and integration of people, processes and technology."

He added, "This focus is critical because IT is directly connected to business profitability and delivering on Service Level Agreements (SLAs), including business-oriented services, that affect customer satisfaction."

Centralized business-critical solutions

One important step towards standardization for Delaware North Companies was to undertake an upgrade to their PeopleSoft FM and PeopleSoft HCM applications. Meacham commented, "We knew moving to this release would reduce support and maintenance costs, and provide greater business functionality and flexibility going forward. At the same time, we were aware that we should reassess the specification of the underlying HP platform to ensure the Company could leverage maximum impact from the web-based functionality of this version of PeopleSoft."

New industry-standard architectures, reusable components and consistent implementation processes from HP enable companies like Delaware North to strategically direct their IT investments toward critical business areas that create differentiation and deliver greater value to customers.

The Company decided to phase out its legacy HP-UX-based HP 9000 V-Class server and implement an HP Superdome server to host the new PeopleSoft

“Our partnership with HP is as strong as ever. HP delivers accountability – with projects kept on time and on budget – leading to an excellent total customer experience.” – Dave Meacham, Director of Technology Services, Delaware North Companies

application suite running the proven HP-UX 11i v1 operating system. Meacham explained, “While the entire 32-way system is devoted to the PeopleSoft FM and PeopleSoft HCM applications, we have leveraged the HP Virtual Server Environment for HP-UX 11i to divide the Superdome server into four hard partitions. One has the global production database instance, the second is our web server, the third hosts the PeopleSoft production application modules and the fourth is a development environment. Within each hard partition we have created two HP-UX 11i virtual partitions to optimize resources and provide fail-over protection.”

Virtualization enables IT agility

Virtualization is an approach to IT that pools and shares resources so utilization is optimized and supply automatically meets demand. For Delaware North Companies, the tiers of hard and virtual partitions within the HP Superdome server, running the HP-UX 11i operating system, provide enterprise agility to quickly bring the optimal resources to bear as business needs demand. In addition, HP Serviceguard mitigates the risk of downtime by automatically enabling fail-over within a hard partition, from one virtual partition to another.

Meacham noted, “With the HP Superdome server and HP-UX 11i’s leadership technology for mission-critical enterprise computing, we have deployed a fully redundant environment, but by utilizing the partitioning we are not having resources sitting idle waiting for the unlikely event of a fail-over.”

To provide off-line protection for the company’s three terabytes of business-critical data on disk, Meacham chose to implement two HP StorageWorks MSL6060 tape libraries, one for backing up the PeopleSoft environment and the other for Intel-based servers.

Looking to the future Meacham said, “As a diverse company with a desire to pursue new concession and hospitality business worldwide, centralized financial processes are critical to Delaware North Companies’ success. We need to keep a finger on the pulse of our overall business, as well as provide self-service financial applications for employees and customers.”

Standardized infrastructure tiers

At the mid-tier of the IT infrastructure, Delaware North Companies deployed industry-standard HP ProLiant servers running Novell for file and print sharing, and Microsoft Windows® for specific applications, such as a key reservation system.

Meacham has embraced a consistent approach to systems management utilizing HP OpenView modules – Network Node Manager, Operations, MeasureWare, Service Reporter, Internet Services, Database plug-ins, Service Navigator and Data Protector – to allow operators to interpret information from both a business and infrastructure perspective, laying the foundation for adaptive management. With proactive and reactive services under HP Critical Systems Support, the servers and tape backup systems maintain the highest levels of availability.

At the desktop level of the environment, Delaware North Companies standardized on HP PCs some years ago based on its experience with good pricing and support. Today, it has over 2,500 HP PCs and Notebooks installed. Meacham noted, “We’re currently deploying the HP Business Notebook PC nc6000 and the HP Pavilion a530e desktop PC as our standard devices. We try to select a model of PC that’s going to be around for at least six months to simplify the building of system images during rollout. To streamline deployment, we pre-stage the PCs before they are sent to the final locations.”

Benefiting from an adaptive enterprise

The PeopleSoft upgrade has enabled remotely-located employees to perform their own data entry via a web interface, meeting Delaware North Companies’ goal of keeping a centralized environment, while simplifying processes and minimizing operational costs. Meacham observed, “Any of our locations can access the application through our portal now that the web interface is enabled, which is much more efficient than having them make copies of their invoices to send to corporate for data entry. We are now effectively operating in a self-service paradigm.”

He continued, “A great many functions have been centralized. These include the printing of accounts payable checks, the reservations system – which mitigates the risk of hurricane damage in some of our locations such as New Orleans – and Voice-over-IP.

At a glance

- **Company:** Delaware North Companies, Inc.
- **Headquarters:** Buffalo, New York
- **Founded:** 1915
- **Size:** \$1.6 billion in annual revenue and 30,000 associates
- **Telephone:** 716-858-5000
- **URL:** www.DelawareNorth.com
- **Primary business:** One of the world's leading hospitality and food service providers. Its family of companies includes Sportsystems, Delaware North Companies Parks & Resorts, CA One Services, Sportservice, Delaware North Companies International, Boston's Fleet Center and the Delta Queen Steamboat Company – serving half a billion customers in the United States, Canada, Australia, New Zealand and the United Kingdom.

Centralization works well for us because we just don't have the manpower to run lots of different environments, and it helps keep operational costs to a minimum."

With regard to standardization of the underlying platform, Meacham said, "Our HP infrastructure is very stable, which gives me great peace of mind, and the Delaware North Companies businesses are very happy with the service levels we deliver for the mission-critical PeopleSoft

applications. HP's adaptive enterprise architecture simplifies the integration process for new technology, giving us the ability to quickly respond to the company's changing needs."

Meacham concluded, "Our partnership with HP is as strong as ever. HP delivers accountability – with projects kept on time and on budget – leading to an excellent total customer experience."

Challenges

- Reduce the cost of operations.
- Enable the maximization of business performance and IT utilization.
- Ensure security and continuity of operations.
- Position the Company to rapidly accommodate and leverage dynamic market conditions.

Solution

- A 32-way HP Superdome server running HP-UX 11i v1 and HP Virtual Server Environment with hard & virtual partitioning.
- HP Serviceguard.
- Two HP StorageWorks MSL6060 tape libraries.
- HP ProLiant servers running Novell and Microsoft Windows®.
- HP OpenView – Network Node Manager, Operations, MeasureWare, Service Reporter, Internet Services, Database plug-ins, Service Navigator, and Data Protector.
- HP Critical Systems Support.
- Over 2,500 HP PCs.

Results

- Minimized operational costs.
- Increased infrastructure agility.
- Improved service levels for PeopleSoft applications.

For more information on how working with HP can benefit you, contact your local HP sales representative, or visit us through the Internet at our world wide web address: <http://www.hp.com>

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