

World-class HP Integrity platform powers global shipping

CargoSmart supports rapid business growth with IT infrastructure upgrade



“Our decision to migrate to HP Integrity servers with Intel® Itanium® 2 processors was based on HP’s clearly defined product road map, strategic partnership with Intel, and superior server performance. Our Integrity platform helps us support high customer transaction volumes and future business growth.”

—Steve Siu, Chief Executive Officer, CargoSmart Limited



Objective

With its customer base and business growing rapidly and the amount of data and transactions increasing exponentially, CargoSmart sought an IT upgrade to significantly increase performance and availability levels.

Approach

Following extensive analysis, CargoSmart enlisted HP to help conceive, test, configure, migrate, deploy, implement, and support a standards-based infrastructure based on HP Integrity servers running HP-UX 11i v2.

IT improvements

- Close to 200% per-CPU performance improvement over the previous system
- High availability with uptime of more than 99.99%
- Data protection safeguards via clustering technology

Business benefits

- Lower TCO
- Flexibility to accommodate growing needs of the business workload
- Faster response times
- Maintenance of customer service guarantees
- Simple, less costly maintenance and upgrades



CargoSmart: Riding the global shipping wave

Booming business has left many shippers and transportation intermediaries in need of a centralized, scalable information technology platform on which to plan, process, monitor, and share shipment information. Launched in October 2000 and built on open, scalable architecture that can be integrated into any customer’s enterprise system, CargoSmart Limited is an advanced online application and integration services provider. Its system easily allows customers to manage shipments with multiple carriers throughout the shipment cycle using online, offline, mobile, and direct integration solutions.

“We chose HP Integrity servers to power our applications for the ocean shipping industry.”

—Steve Siu, Chief Executive Officer,
CargoSmart Limited

With more than 45,000 customers and approximately 300 new members weekly, CargoSmart is enjoying tremendous business growth. In a typical month, it sends 150,000 shipment-status milestone e-mail notification and exception alerts, and generates more than 25,000 reports.

The need for a streamlined IT infrastructure

While its system was designed to handle high transaction volumes, CargoSmart’s runaway success required an infrastructure upgrade to accommodate rapid growth in the future. Its existing infrastructure would not be able to cope with the rising number of accounts being created by new clients, as well as the sheer volume of information and transactions being processed and stored on its servers around the clock. With so many clients and a strong commitment to customer service, CargoSmart felt a pressing need to improve its current IT platform to maintain business continuity during its rapid growth.

After a review of existing operations, CargoSmart’s IT department concluded that moving the company’s applications and database onto a more streamlined platform was a strategic necessity. Apart from a lower total cost of ownership (TCO), the migration would enable 24x7 business continuity, as well as solidify its customer service guarantee by establishing disaster recovery capabilities that would allow CargoSmart to resume operations with minimal disruption. The adoption of a standards-compliant infrastructure to support the company’s service delivery system was the key to managing the needs of the company’s growing business while responding promptly to customers’ needs.

Tailoring a solution on the HP-UX 11i platform

After a three-month proof-of-concept exercise, CargoSmart appointed HP to implement an industry-standards-based architecture that would see the company through its next growth phase. “The decision to migrate to HP Integrity servers with Intel® Itanium® 2 processors was based on HP’s clearly defined future product road map, strategic partnership with Intel, and superior server performance,” said Steve Siu, Chief Executive Officer of CargoSmart. “Our Integrity platform helps us support high customer transaction volumes and future business growth.”

The recommended solution involved a 64-bit Intel architecture developed by HP and Intel. This fault-tolerant technology satisfied CargoSmart’s requirements for speed and performance.

CargoSmart replaced aging PA-RISC database servers supplied by another vendor with HP Integrity rx8620, rx7620, and rx4640 servers running HP-UX 11i v2. The company deployed its Oracle9i database servers as a cluster using HP Serviceguard, a proven, high-availability clustering solution that gives CargoSmart's IT department enhanced levels of application and database availability, data protection, and significantly enhanced resource utilization for an improved return on investment.

Apart from providing leading-edge IT technologies, HP supplied CargoSmart with industry benchmark information as a reference and helped the company conduct application-specific load and functional testing to see that the migrated solution was stable, expertly configured, and adjusted for highest performance levels before implementation. The HP Services team also supervised the migration process and provided post-migration monitoring and solution tuning while operating the hosted environment.

Unlimited expansion at reduced cost

CargoSmart estimates that the new infrastructure gives it close to 200% more performance per CPU and a lower TCO compared to the previous platform.

As part of a broad solution portfolio for the Adaptive Enterprise, in which business and IT are synchronized to capitalize on change, the new HP Integrity rx8620 Server also gives CargoSmart the flexibility to handle growing business workloads. These workloads can accommodate up to 32 CPUs, which enable CargoSmart to expand its application and database while providing added reliability and stability.

The new service delivery system has high availability with uptime of more than 99.99%, and CargoSmart's customers can now continue to be productive with faster response times and a more reliable application as the company grows rapidly. Maintenance and upgrades are simpler and less expensive. Moreover, CargoSmart enjoys better business flexibility, higher returns on its investment, and the benefit of an IT infrastructure that is securely aligned with its growth path.

CargoSmart solution at a glance

Primary applications

Plan, process, monitor, manage, and share shipping information; online applications and integration services

Primary hardware

- HP Integrity rx8620 Servers
- HP Integrity rx7620 Servers
- HP Integrity rx4640 Servers

Primary software

- HP-UX 11i v2 operating system
- HP Serviceguard clustering software

Services provided by HP

- Solution testing
- Configuration
- Project management
- Monitoring
- Tuning
- Hosting services

To learn more, visit www.hp.com.hk

© Copyright 2006 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein. This customer's results depended upon its unique business and IT environment, the way it used HP products and services, and other factors. These results may not be typical; your results may vary.

Intel and Itanium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries. Oracle is a registered U.S. trademark of Oracle Corporation, Redwood City, California.

4AA0-0296ENW, September 2006

