

Industry:
Leisure/
Hospitality

Betting on a Better Network

Resort and Casino Turns to ePlus® Technology for Network Upgrade



A resort and casino with more than 425 acres of lush, picturesque mountain terrain offers guests championship golf courses, 100 course-side guest rooms, fine dining, a spa, and several lighted tournament tennis courts. Consistently rated among the best golf courses in its county, the establishment is a unique combination of a true resort experience and exciting casino action that offers guests one of the finest gaming and entertainment venues.

Network in Need of Upgrade

The resort and casino's network infrastructure was in need of an upgrade. The old network was unstable, and had scaling and availability problems. When a network outage occurred, the time to recover was too long. In addition, the casino wanted to add thousands of IP managed slot machines as well as the capability to support bandwidth intensive applications and streaming video. In short, the casino needed to expand its service to customers on the property in a secure setting with a secure infrastructure.

It considered several vendors for this project, including a few who had previously presented proposals and had performed on-site work. Brought in through Cisco, ePlus Technology took the opportunity to listen to the casino's needs and the deficiencies in its existing infrastructure. By clearly identifying the current and future challenges, ePlus presented a customized approach to address—and solve—the casino's network problems.

Customized Solution

The organization selected ePlus to handle the network upgrade based on several factors, including its status as a Cisco Gold Certified Partner and dual Cisco Master Specializations in Security and Unified Communications as well as the proven experience and technical expertise of its engineering staff.

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The casino was impressed with the ePlus team, not only for their attention to its requirements, but for their technical expertise. The solution ePlus presented was not a 'canned' network architecture. Rather, it included a unique combination of solutions and services to deliver optimal results.

Better Security with Less Cost

The ePlus team provided design and architecture services to the casino as well as the vision to achieve end-to-end network virtualization. ePlus recommended migrating the old layer 2 infrastructure to a layer 3 infrastructure that used network virtualization to segregate independent business units, partners, and applications while providing secure services over one shared network with virtual firewalls.

Client Success Summary

Organization:
Resort and Casino

Industry:
Leisure/Hospitality

Solution:
*Network Upgrade,
Storage, Custom
Application
Troubleshooting*

ROI:
*Network and storage
virtualization, increases
in availability and
scalability, improved
security, business
continuity, reduced
operating costs,
increased business
agility*

ePlus implemented the new network based on the Cisco Catalyst 6500 Series to maximize resource utilization and accelerate new service deployment. The network boosts communications, increases operational efficiency, reduces investment and operating costs, and increases security.

The resort and casino saw results right away. The new network has lowered its convergence times from minutes to one-to-two seconds in a failure. This significant increase in availability provides a secure platform with the scalability required.

Keeping Business-Critical Application Up and Running

During the course of the network upgrade, ePlus became aware of another challenge facing the casino. Its most important business application (which runs the entire casino operations, including customer tickets and gaming functions) was experiencing intermittent slowdowns, negatively affecting its customers' experience and sometimes taking a full day to repair the database from a failure.

The ePlus team quantified the problem at the application code level and identified the root cause: the underlining system and architecture were no longer efficient to support the casino's growth. Based on ePlus' audit, the organization was able to institute a fix to the current problem as well as implement scaling measures and transparent maintenance to prevent future outages and downtime.

In addition to fixing the existing problem, ePlus recommended a storage network upgrade as well by moving to a high-performance SAN comprised of Hitachi USP VM and updated HP servers with appropriate memory and CPU speed. By connecting the SAN to the Cisco storage network, the casino has ease of management, a consistent user experience, and a rapidly deployable, flexible storage infrastructure. In addition, the Hitachi USP VM allows for storage virtualization, scalability and growth, and recovery time improvements from days to minutes.



The casino has been able to consolidate from 100 unique network elements to about eight core devices with the network virtualization solution from ePlus. That's less equipment to run, manage, and house. And it is also able to securely deploy a network segment for a third party in less time, providing the flexibility and scalability needed.

With the fixes to its core application, and the subsequent storage upgrade, the casino is more agile and its operations are more reliable, which in the end helps optimize its customers' gaming experience. The organization has the platform in place to accommodate future growth without compromising application performance or risk of downtime. This has allowed it to make great leaps in its business continuity objectives.

End-to-End Virtualization

The ePlus solution has enabled the casino to implement virtualization across the organization. ePlus provided network virtualization—at the storage level and at the system level—for secure and highly-available services. And the organization is integrating its own virtualized systems, to provide an end-to-end virtualized infrastructure.

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Additional Support

The engagement with ePlus has provided additional benefits to the casino in terms of services and support. ePlus provided a programmatic way for the organization to expand and configure its network infrastructure through a custom application to ease network device deployment. In addition, ePlus created learning maps for the organization's engineers to promote knowledge transfer as well as on-going training and periodic checks. ePlus has also helped with hiring processes for IT staff by creating a performance-based lab environment to test candidates' technical abilities.

For information on how ePlus can help your organization realize significant savings, contact us at 888-482-1122 or visit us on the Web at www.eplus.com/technology.

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