

# TENPIN'S SERVER INFRASTRUCTURE UPGRADE PROJECT BOWLS ALONG WITH HELP FROM TRANSPUTEC



## THE CLIENT

Tenpin Ltd, based in Blisworth, Northamptonshire, operates the biggest chain of tenpin bowling centres in the UK.

It has 38 bowling centres ranging from Edinburgh down to Plymouth. All have fully computerised lanes, ramps and bumpers, and offer bowling to groups and teams, as well as corporate packages and birthday parties.

Sites also include food diners, fully licensed bars, amusement arcades, pool tables, televised Sky Sports and Quasar, a computerised team building adventure game.

All sites have websites giving details of their facilities, where customers can also book games online.

## THE BRIEF

Tenpin sites rely on computerised bowling systems provided by QubicaAMF, including the Conqueror POS system and the Conqueror Web Reservation system.

Tenpin wanted to upgrade 36 of its site servers to Microsoft Windows Server 2008 operating system and Conqueror v7 that runs on this platform, enabling it to offer more customer options such as airline-style booking, and to do more sophisticated marketing.

"We needed to upgrade 36 servers, but without having an impact on the business, so that meant doing the job overnight," said Roy Whitmore, Tenpin Senior Support Analyst. "We already bought products and services from Transputec so we asked for their help. It meant we could fit 48 hours of work into 24."

## OVERVIEW

### The need

Tenpin wanted to upgrade its computerised bowling system to take advantage of the facilities offered by the latest software. This meant decommissioning or updating 36 servers and bringing them in for upgrade overnight, with a project deadline of six weeks and without affecting normal business in its centres.

### The solution

Transputec organised the logistics of the servers, two at a time, to Transputec's Wembley office, then prepared the servers for the upgrade, supplying any components and software required. Staff worked closely with the Tenpin team to ensure the project stayed on track, even through a series of unprecedented snowstorms.

The upgrade had to be completed in six weeks in time for half term, when Tenpin's centres are very busy.

"The servers had to be taken to Transputec's Wembley office during the day ready for the upgrades to be installed overnight," said Roy. "We were particularly glad that Transputec could handle all the logistics, so we did not need to deal with couriers."

## THE SOLUTION

Transputec organised the collection of servers from the 36 Tenpin sites and ensured they arrived at Transputec's Wembley office in time for the new system to be installed overnight.

Transputec initially worked on the servers, installing an image of the system supplied by Tenpin, to save time for Roy and Ian Barrett, Tenpin's Service Delivery Manager. Both worked on installing the new system via Remote Access from home.

Sanjay Lakhani, Business Development Manager at Transputec said: "We made the used servers presentable, obtained and installed any new components required and added extra hardware. Deadlines were tight so we had to manage the couriers to give us fast turnaround, and had to have the image ready to put on to each server, as well as having any spares required as soon as the server arrived.

"Some servers came in damaged so we and the Tenpin team had to work fast to remedy this. I had to ensure that the project managers and engineers were ready to go, and ensure that the the team assigned to this at Transputec pulled together on the project."

Roy stated: "The project took place in January 2009, which saw some of the worst snowfalls in the UK for years."

"But with Transputec's help, we managed to keep the project rolling and completed it in 18 nights over six weeks, handling two sites per night, whilst the business remained unaffected."

## The benefits

- The upgrade was completed in 16 nights without affecting business.
- Transputec dealt with the logistics of shipping the servers, allowing Tenpin to concentrate on the upgrade.
- Transputec ensured the servers were upgrade-ready.
- Tenpin saved time and money by using Transputec and maintained its customer service.

## THE BENEFITS

The new system is now installed. "The new applications available on the 2008 software will mean we can take our services to a new level," said Roy. "If we want, we can offer customers airline-style booking, where the price of a game is lower if you book in advance, so customers can save money. "It also means we can build a better customer database, so our marketing can be more closely targeted to what customers tell us they want."

Transputec worked closely with the Tenpin team, through regular catch-up and conference calls, to discuss any issues that arose as the project progressed. "Transputec was very professional and took away the burden of managing the process and logistics - we could not afford to spend the time and resources doing that," said Roy.

*Customer feedback*

*“Transputec’s involvement has saved us money and kept costs down - without their help the project would have taken much longer and impacted on the business.”*

Roy Whitmore, Senior Support Analyst, Tenpin Ltd.

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## THE PEDIGREE

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Since our inception in the mid-1980s, Transputec has had the trust of Britain's foremost IT users, including the Ministry of Justice, Samsung, Danone, Camelot, Chubb Insurance and DP-DHL/ Williams Lea to name but a few.

Vertical sector experience covering banking & finance, media, third sector, technology, retail, SMEs and health care adds further value to IT users in the form of industry-specific knowledge.

### *The human component*

The pace of change in ICT is so fast that what was cutting edge technology just a few years ago we now need to refer to as *traditional IT* in order to differentiate it from what we're doing today and tomorrow.

Among the **Managed Services** offered by Transputec are Remote Infrastructure Management, Always On Helpdesk Support, and IT Outsourcing.

Please visit <http://www.transputec.com/it-support-service/> for more information.

A business like Transputec is as much about its people - their experience, customer-focus and expertise - as anything else. From initial assessment to delivery of turnkey solutions and day-to-day customer care, these professionals take solutions from Transputec's hardware, software and professional services business units and ensure they're a perfect fit.

Throughout our supply chain we have exceptional relationships with the world's premier hardware and software brands, giving us a competitive edge to make everything from economies of scale to mission-critical architecture judgment calls.

## ENVIRONMENT AND CORPORATE RESPONSIBILITY

While Transputec might well be said to have its head in The Cloud, our corporate feet are firmly on the ground. Our Green Data Centre in Iceland boasts impeccable eco-credentials that embrace natural free cooling up to 24kWh and zero carbon footprint.

One of the biggest power consumers in any business is the hosting of their IT equipment. It runs 24/7/365 consuming vast amounts of power – every business needs to look for ways to deliver Green IT.

For a comprehensive guide see <http://www.transputec.com/green-it/>

## TRANSPUTEC

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© Copyright Transputec Ltd 2014

Transputec House  
19 Heather Park Drive  
Wembley  
London  
HA0 1SS

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+44 (0) 20 8584 1400 (Enquiries)

+44 (0) 20 8584 1440 (Support Desk)

+44 (0) 20 8584 1321 (Support Fax)

For more information please visit [transputec.com](http://transputec.com)

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