



## ▶ A Smooth Move

*Emtec's project management expertise eases data center relocation project for juice maker Clement Pappas.*

Clement Pappas is in a growth industry — in both the organic and the economic sense. As a leading contract packer and processor of 100-percent juices and juice drinks, the company is closely aligned with a variety of fruit markets, particularly cranberry growers. What's more, Clement Pappas is experiencing strong year-over-year fiscal growth, driven in part by the increasing popularity of fruit drinks over carbonated beverages as part of an overall consumer emphasis on healthy and nutritious lifestyles.

A recent data center relocation directed by Emtec project management professionals is designed to help the 66-year-old company sustain that growth for some time to come.

Over the past 10 years, Clement Pappas has experienced a steady growth rate of about 15 percent annually. In the same span, it has augmented its original production facility in Seabrook, N.J., with four additional facilities in Mountain Home, NC; Springdale, AR; Baltimore, MD and Ontario, CA. Today, the company employs nearly 700 people across its five plants and is a leading producer of storebranded juices as well as its own line of branded juices under the Ruby Kist label.

The recent development of a line of organic juices sold under the Grown Right label is expected to drive continued growth.

### Growing Pains:

Such progress comes at a price. By early 2007 it was clear that Clement Pappas had outgrown the Seabrook facility that had housed its corporate offices and data center since 1983. The company found an ideal spot for relocation in Carneys Point, N.J., but the existing facility needed significant retrofitting to accommodate Clement Pappas' needs. Building out an upgraded data center that could meet the company's immediate and future demands was a particularly big hurdle.

*"The facilities in Seabrook were simply no longer adequate for our growth," said Mark Gilmour, Vice President of Information Services, Clement Pappas. "We needed to move our entire IT infrastructure to Carneys Point, and*

*the new data center had to support all of our production facilities around the country. We knew the move was going to be a significant undertaking, and that's what Emtec helped us with."*

Coordinating the move of servers, storage subsystems and LAN and WAN infrastructures is a monumental task that must be approached with strategic precision. The "always on" nature of today's mission-critical systems only increases the stakes. While Clement Pappas has a talented staff of IT professionals, asking them to manage a relocation project while keeping up with day-to-day tasks would have been a tall order. For that reason, it made sense to outsource to an IT provider with the knowledge and expertise to handle a data center relocation project.

### A Trusted Partner:

For the better part of two decades, Emtec has been the go-to supplier when Clement Pappas needed to purchase hardware. But this was the first time Clement Pappas looked to Emtec to provide IT project management expertise.

*"I've been more than happy with Emtec's responsiveness and support over the years. I just trust them," said Clement Pappas IT Manager Chris Manolis. "They've always been at the top of my list of partners. I know anytime I need to order something they'll find it for me — some way, somehow."*

Enlisting Emtec to provide the project management actually turned on a bit of serendipity. It was during a casual conversation with Emtec Account Manager Cecelia Lupton that Manolis learned Emtec actually has vast project management resources and experience.

*"I didn't know Emtec dealt with data center moves and things of that nature. I just happened to mention that we were moving, and the company that had originally built our data center had bailed out on us,"* said Manolis. *"Emtec stepped in and took over full force. And I have to say that personally I've been extremely pleased with them."*

### The Right Skills:

The truth is that a high percentage of large IT projects fail — or at least fail to meet expectations — because they are directed by people valued more for their technical knowledge than for planning and people skills. Emtec understands that successful engagements are driven by effective project management supported by a tested delivery methodology. That means having project managers who possess the proper business and project skills with an emphasis on the unique time, budget and personality challenges unique to technology environments.

*"Emtec continually makes a substantial investment in emphasizing best practices in project management while aligning our Project Management framework and methodologies with the standards developed by the Project Management Institute (PMI),"* said Dave Donatiello, Emtec Senior Project Manager. *"We have over 25 years of business and technical project management expertise to help ensure best practices throughout our implementations."*

As with most data center relocation projects, the Clement Pappas engagement presented the problem of coordinating multiple vendors while meeting overall project deadlines and benchmarks. Donatiello and his team directed the efforts of the parties involved — including electrical engineers, mechanical engineers, architects, HVAC contractors, cabling contractors and hardware vendors — to ensure the transition occurred seamlessly and with little interruption to Clement Pappas' daily operations.

Complicating matters was a compressed timeframe. Emtec began initial discussions with Clement Pappas in March 2007, but wasn't able to gain physical access to the property until June. They had just three months to complete the relocation and ensure the new data center was up and running.

Emtec met the deadline, and the transition went smoothly. Clement Pappas has been so pleased with the results that it has now engaged Emtec to oversee the relocation of its Research and Development division into the Carneys Point facility.

*"Emtec brought in the right people with all the engineers and subcontractors they worked with on this project,"* said Gilmour. *"Dave Donatiello and his team gave us a lot of good advice and they really delivered on their promises. They didn't make unrealistic guarantees. They had our timetable, and they were always comfortable they were going to meet it. That was very impressive."*

### Juiced-Up Power Supply Passes Test

One of the key issues with Clement Pappas old data center was a lack of reliable power and insufficient battery backup power. For several months before the move, the company had shut down some non-critical systems and had moved other systems out of the data center and into the plant facility. Emtec resolved those issues in the new data center by installing a 125kW Caterpillar Diesel Generator, which is renowned for its durability, reliability and efficiency.

It didn't take long to get its first test. A powerful storm that lashed the mid- Atlantic states on May 12, 2008, whipped up hurricane-force winds, caused widespread flooding and left some 60,000 New Jersey utility customers without power for several hours. Clement Pappas never missed a beat.

*"The generator, as well as the other power redundancies that Emtec built into the data center, came in pretty handy when that storm came through,"* said Mark Gilmour, Clement Pappas VP of Information Services. *"It was the first big test. We kicked right over to backup power. The system worked flawlessly."*

**About Emtec:** Established in 1964, Emtec, Inc. is a systems integrator that provides IT services and products to the federal, state, local, education and commercial markets. Our market leading value-based management methods, coupled with best-in-class IT technology, consulting and development services, address a wide range of specific client needs, as well as support broader IT transformation initiatives. Emtec's service capabilities span the United States, Canada and countries around the globe.