

ABOUT EMTEC®

Emtec is the right size provider of technology-empowered business solutions for world-class organizations. Our local offices, highly-skilled associates, and global delivery capabilities ensure the accessibility and scale to align your technology solutions with your business needs. Our collective focus is to continue to build clients for life: long-term enterprise relationships that deliver rapid, meaningful, and lasting business value.

INFRASTRUCTURE SERVICES

Emtec delivers comprehensive Infrastructure Services – from requirements analysis, selection, planning, design, procurement and deployment and technical support, to ongoing service management and outsourced managed services. From the desktop to the data center, our services include not only the procurement of hardware but providing you with the tools and ability to efficiently provide support, security and effective use of internal computing assets.

- ITSM
- Data Center
- Business Application Infrastructure
- End User Computing
- Platforms

FIRM PROFILE

Clement Pappas, a leading contract packer and processor of 100-percent juices and juice drinks. The company employs nearly 700 people across its five plants and is a leading producer of store branded juices as well as its own line of branded juices under the Ruby Kist label.

THE BUSINESS CHALLENGE

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.

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.

Such progress comes at a price. 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 bring in a partner with the knowledge and expertise to handle a data center relocation project.

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 that Manolis learned Emtec actually has

“I’ve been more than happy with Emtec’s responsiveness and support over the years. I just trust them.”

Chris Manolis
IT Manager, Clement Pappas

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 SOLUTION

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. Emtec’s 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, 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 engaged Emtec to oversee the relocation of its Research and Development division into the Carneys Point facility.

RESULTS

“Emtec brought in the right people with all the engineers and subcontractors they worked with on this project,” said Gilmour. “They 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.”

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 soon after the new data center was installed, 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.”