

For the handling of vehicle damage, Audatex AUTOonline GmbH provides tailored software solutions in more than 60 countries. With collective skill, we do everything possible to inspire our customers through innovative products and creative solutions right at the heart of the damage business and in the remarketing process. The clear strategic orientation towards quality, performance, reliability, and innovation defines our daily activities, and creates the basis for the trust of our customers.

The challenge

The core of the Audatex AUTOonline Services is secure IT. For the new data centre, a high-availability location with good telecommunication connections was sought close to the main data centre in Düsseldorf; it had to be possible to implement a cage with standard 19" racks as well as individual racks, and dedicated access control. In parallel, the operator was to take over the BGP management for the Internet connections for the servers.

The solution

Together with Data Centre & Facility Management, a subsidiary of the Riedel group, Riedel Networks plans and operates, in an area of 25m², a cage for Audatex AUTOonline in the data centre of the Riedel technology park in Wuppertal. In addition, two redundant power supplies are also provided, and these have IP-controlled power distribution units. A high performance glass-fibre connection is linked to the main data centre in Düsseldorf at interxion.

The upstream Internet services are integrated by means of a multi-homing concept, and are fully managed by Riedel Networks.

Advantages

- High availability in a tier III+ data centre, including the use of redundant and secured power supplies
- Sufficient distance between main and backup data centres which are quickly accessible, with a sufficient number of parking spaces
- Fully managed multi-homing concept, and RIPE handling for the Internet connections
- Performance monitoring and control of the network components via web browser, iOS and Android apps

Customer feedback

"High availability as well as skilled and rapid reaction to changes and during operation are essential for the success of our business. In Riedel, we have found the right partner for this. The performance of Riedel Networks can be described in three simple words 'professional, flexible, and uncomplicated', or expressed as a school grade, we give them an A+".

*Marcus Bienengräber
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