

Wabtec[®] Corporation & MSA: A Strong Partnership

Colocation Services Minimize Costs & Offer Added Value



Global provider of value-added, technology-based products and services for rail and other industrial markets chooses MSA to host its corporate IT infrastructure.



MANAGEMENT SCIENCE ASSOCIATES, INC.

Background

Wabtec Corporation was founded in 1999 after Westinghouse Airbrake Company merged with MotivePower Industries Inc. Throughout the 20th century, Westinghouse Air Brake supplied products, services and systems to the rail and other transportation industries, while MotivePower Industries, founded in the early 1970s focused primarily on rebuilding locomotives and on manufacturing and distributing locomotive parts. Today, leveraging the strengths of the two companies, Wabtec manufactures a broad range of products for locomotives, freight cars and passenger transit vehicles for a global market.

The Problem

Wabtec's business model leverages the use of outsourced IT vendors for all levels of IT support. When their existing colocation contract was due to expire, they began to evaluate cost-effective colocation and hosting options for Wabtec's corporate IT infrastructure.

The Solution

Wabtec selected MSA as its colocation provider for a variety of factors, including MSA's Data Center facility, in-house expertise, ability to provide a wide range of value-added services and cost.

Under the terms of the initial multi-year agreement, MSA is providing data center colocation

services for Wabtec's corporate IT infrastructure at its RockPointe Data Center, a secure, fully redundant, SAS 70 Type II certified facility.

Under this agreement, MSA provides Internet connectivity, power, cooling and facilities management for numerous racks of equipment. Wabtec manages and maintains its own servers, operating systems, application infrastructure and applications.

Prior to the move, MSA worked closely with Wabtec's IT staff to plan and coordinate the complete forklift/migration of Wabtec's production environment from its previous colocation provider to MSA's RockPointe Data Center. The move involved multiple racks and various pieces of equipment (e.g., servers, storage, tape library and networking equipment). On the day of the move, MSA mobilized its staff of systems administrators, network engineers, hardware support technicians and facilities personnel to offer assistance. The migration was completed within a 24-hour period, minimizing downtime.

Eighteen months after the initial migration took place, Wabtec engaged MSA to provide managed hosting services for one of Wabtec's remote operating units.

Under this agreement, MSA provides hardware maintenance and Linux/HPUX Systems Administration/Server support.

The Linux/HPUX servers supporting this business unit are housed in a dedicated rack at RockPointe, where MSA engineers perform day-to-day systems administration tasks, such as creating user accounts, server monitoring, performance tuning and system backups/restores.

Colocation Services

Under the terms of the colocation agreement between the two companies, MSA owns and is responsible for the network and data center components of Wabtec's IT infrastructure. Wabtec is responsible for managing its devices (e.g., servers, load balancers, firewalls), operating systems, application infrastructure (e.g., web servers, application servers and database servers) and applications.



Colocation services include:

- Data Center floor space for numerous racks of equipment, including power and cooling
- Internet access
- Tape rotation services (coordinated with Wabtec's offsite tape storage vendor)

Managed Hosting Services

Under the separate agreement for managed hosting services, MSA manages the operating system components of Wabtec's remote business unit and monitors system performance, ensuring a stable operating environment for its business applications. Wabtec is responsible for managing the individual applications and has full control over the operating system and application infrastructure.

MSA also delivers a number of complementary services designed to maximize the value of Wabtec's hosted infrastructure, e.g., email routing services, backup services and access to shared storage. Managed hosting services include:

- Data Center floor space for a dedicated rack of servers
- Systems administration services (Linux/Unix OS)
- Backups/restore services
- SAN services (shared storage)

- Patching/installing updates
- Performance monitoring
- Email routing/DNS services
- General systems maintenance
- Troubleshooting

Business Continuity/Availability

MSA's RockPointe Data Center is a fully redundant, 42,000 sq. ft. Tier III Data Center facility, located approximately 22 miles from Wabtec's Wilmerding headquarters. The RockPointe facility offers many strategies to address Wabtec's uptime requirements, including metered power from dual power substations; redundant generators, UPS systems and battery backup



systems; and access to multiple communications' providers to ensure continuity in the event of an unplanned business interruption.

To ensure Wabtec's environment runs smoothly, MSA has assigned a dedicated point of contact to oversee Wabtec's infrastructure

and mobilize support staff to respond to requests. An on-site staff of IT professionals that are familiar with both Windows and UNIX platforms, as well as communications, network security and storage experts are available to lend a helping hand or troubleshoot, as needed.

Benefits Summary

Since the initial migration took place, Wabtec has relied on MSA to provide an increasing array of value-added services designed to maintain an optimized application environment.

Consistent with its outsourcing strategy, Wabtec has side-

stepped the cost of a data center build out and minimized the costs associated with infrastructure management by subscribing to MSA's colocation and hosting services. Increased efficiency, responsiveness and stability are among

the additional benefits. Wabtec's in-house IT staff can focus on delivering business value through innovation, rather than on the day-to-day maintenance and change management of the network, data center, device, operating system and application infrastructure components.



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