“During the course of the project, HP speedily delivered on all its promises to provide a disaster recovery solution that meets our needs perfectly. We are particularly impressed by its capabilities for restoring our communications links.”

Johan Van Delm, IT manager, Unilever Belgium
Unilever is one of Belgium’s leading suppliers of fast-moving consumer goods (FMCG), with a portfolio that includes no fewer than seven of the country’s 50 best-selling brands. The company is part of the Unilever group, a global organisation whose turnover exceeds €40 billion.

To effectively manage the storage, distribution and supply of its products - especially food items that have a limited shelf life - Unilever Belgium depends critically on the availability of its IT systems. Business continuity is therefore a high priority at all times, and when the company recently centralised its operations onto a single site, a new business continuity strategy was required.

Unilever Belgium engaged HP Services to deliver a Business Continuity Assessment as the company’s most urgent need was to protect against possible disaster. Based on the results of this assessment, it then asked HP, in conjunction with HP’s partner Belgacom, to implement a disaster recovery solution.

“The choice of HP was an easy one to make. Compared to the competition, HP was more responsive and more flexible in meeting our needs. Its commitment to a fast implementation was also a highly significant differentiator,” explained IT manager Johan Van Delm.

### Customer at a glance:

**Industry sector:** Fast-moving consumer goods  
**Name:** Unilever Belgium  
**Headquarters:** Brussels, Belgium  
**Founded:** 1930  
**Telephone:** +32 2 333 66 66  
**Number of employees:** 1,300  
**Annual revenues:** €780 million  
**URL:** www.unilever.be

### Partner at a glance:

**Company:** Belgacom SA  
**Headquarters:** Brussels, Belgium  
**Telephone:** +32 2 203 6593  
**Number of employees:** 22,300  
**URL:** www.belgacom.be  
**Business:** Leading supplier of telecommunications solutions to the Belgian market  
**Products:** Local, long-distance and international voice and data services; mobile telephony services; satellite services; carrier services; Internet-related services
The recovery solution, which includes permanently installed servers, telecoms connectivity and user seats, is located in Belgacom’s high-security recovery centre. Working with Belgacom, HP prepared and equipped the site for speedy recovery of core services and communication capabilities, including connections to several external sites. Other HP services included maintenance, insurance, and support for annual testing.

In the event of a disaster, Unilever can immediately start the restoration of data and applications with the assistance of HP’s recovery specialists. Total recovery time is 24 hours at most. The site functions in effect as a temporary office, enabling Unilever Belgium to continue to function in a structured, organised way.

According to Van Delm, the potential financial consequences of failing to process orders are so great that the recovery solution is likely to pay for itself in less than a day should there be a major disaster. It will become the cornerstone of a new business continuity plan that is tied to Unilever’s implementation of a pan-European ERP system.

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HP Services
- Business Continuity Assessment
- Project management
- Preparation and equipping of recovery site
- Technical recovery support in the event of a disaster
- Annual disaster rehearsals
- Solution maintenance
- Insurance

Why HP?
- Responsiveness
- Flexibility to meet customer needs
- Commitment to a fast implementation
- Partnership with Belgacom

Hardware
- 9 x rack-mounted HP servers running Windows NT
- Tape library
- Network switch
- BiLAN access port, with shadow PVCs to external sites
- ISDN Primary Rate Access (PRA) circuit for voice rerouting
- 30 user seats including HP PCs and digital handsets
- 2 x HP LaserJet printer
**Challenge**

- Effectively manage the storage, distribution and supply of products.
- Protect financial position and competitiveness by ensuring business continuity.
- Implement disaster recovery as the first step in a new business continuity strategy for recently centralised operations.

**Solution**

- Engage HP Services to deliver a Business Continuity Assessment.
- Based on the results of this assessment, Unilever Belgium asked HP to deliver a full disaster recovery solution in conjunction with Belgacom.
- Locate the solution, which includes permanently installed servers, telecoms connectivity and user seats, in Belgacom’s high-security recovery centre.

**Results**

- In the event of a disaster, data, applications and connectivity can be restored within 24 hours at the outside.
- By functioning as a temporary office, the recovery site will enable the company to continue to operate in a structured, organised way.
- By enabling order processing to continue, the solution is likely to pay for itself in less than a day should there be a major disaster.