



SUCCESS STORY  
Manufacturing



COMFY QUILTS | PROBLEM SOLVED

Comfy Quilts needed a modernized, robust IT solution to support the business and increase productivity while reducing overheads and making sure of business continuity.

# Solid Foundations

## SUCCESS STORY

Comfy Quilts, one of Europe's leading manufacturers of quilts and pillows, modernizes its IT infrastructure following the implementation of a new storage and disaster recovery platform based on NetApp® FAS2240 and NetApp FAS2552. The move has created a robust and reliable foundation for the business to grow and expand.

## CUSTOMER PROFILE

Comfy Quilts is a family-owned business that specializes in producing products made from high-quality linen fabric. Founded in 1973 and headquartered in Wilmslow, Cheshire, the company

has a number of manufacturing and distribution sites across the Manchester region.

Following its acquisition of Bedcrest, along with its Vitafibres manufacturing facility, in 2000, the company was widely acknowledged as one of Europe's leading manufacturers of quilts, pillows, mattress covers, and bed linens. It is also the exclusive licensee for Silentnight Group's bedding portfolio (Sealy, Rest Assured, Ports of Call: Jeff Banks Design, and Sound Asleep), while producing high-end white-label goods for a number of leading high-street stores.

Another NetApp solution delivered by:



“From 2013 to 2016 we have grown rapidly. Three years ago, we had a system that supported up to 70 system users; today we can support in excess of 350. NetApp has given us the confidence to move the business forward. It integrates harmoniously with the existing infrastructure, and system downtime has been dramatically reduced.”

Jason Corfield  
Head of IT, Comfy Quilts

## THE CHALLENGE

Since its inception, Comfy Quilts has grown steadily. However, following its acquisition of Bedcrest, this growth has accelerated, and especially so in the last three to four years. But its IT infrastructure hadn't kept pace with business growth. For instance, the company had a traditional siloed model of one server for each service, but some servers didn't have the resources or storage to underpin the service.

In practice this meant systems would go down frequently, which in turn affected everything from production to dispatch. While most of these services could be back online within a relatively short time, the outages were disruptive. At the same time, there was a major concern that if one of the company's main servers went offline, it could pull the business down with it.

For instance, if the ordering system went down, it could have seriously damaging consequences. Among other things, Comfy Quilts manufactures approximately 200,000 pillows and 60,000 quilts every week. The collapse of its ordering system would lead to losses of over £1.3 million in a single week.

In 2013, the company took steps to address these issues by deciding to make substantial investments in its IT infrastructure. Jason Corfield, Head of IT, Comfy Quilts, says, “The issues were wide ranging, and we needed to make a lot of changes. Fundamental to our plans was the creation of a virtualized environment, including a virtual desktop infrastructure, and supporting storage architecture.”

## THE SOLUTION

Jason had previously worked closely with LIMA, a vastly experienced IT systems integrator. Together they developed a blueprint to develop and modernize the IT infrastructure based on the implementation of a new technical solution with the latest high-tech storage platform.

## BUSINESS BENEFITS

- Provides robust, reliable, and flexible platform to support the business
- Underpins virtualization strategy
- Eliminates downtime
- Improves business processes and enables greater efficiency
- Provides a solid foundation for future growth and modernization

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Jason Corfield  
Head of IT, Comfy Quilts

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Jason says, “I looked at a lot of storage providers but ultimately chose NetApp. I had experience of NetApp in the past and knew that it wasn’t just a technology purchase but actually a complete solution. This made the difference.”

With its virtualization objectives in mind, Comfy Quilts implemented a FlexPod® Hyper-V clustered virtual environment running a dual-control NetApp FAS2240. This immediately addressed the issue of servers that didn’t have enough resources or storage and enabled a highly available environment characterized by efficiency, deduplication, block-level storage, and access to Snapshot® tools. It also provided a foundation for a thin-client model, a transitional step in the move to a virtual desktop infrastructure.

Following this, the next critical step was to develop a disaster recovery environment. The company created this using NetApp FAS2552 with clustered Data ONTAP for scalability and integration. It also leveraged FAS2552 integration with Veeam Backup and Replication to create a failover platform.

## **BUSINESS BENEFITS**

### **Robust infrastructure and no downtime**

The implementation of the FlexPod FAS2240 architecture and NetApp FAS2552 has created a robust, reliable, and flexible platform to support the business and advance its virtualization strategy.

Jason explains, “From 2013 to 2016 we have grown rapidly. Three years ago we had a system that supported up to 70 system users; today we can support in excess of 350. NetApp has given us the confidence to move the business forward. It integrates harmoniously with the existing infrastructure, and system downtime has been dramatically reduced.”

### **Continuous production, business growth**

The NetApp storage platform is helping Comfy Quilts to move from being a small and medium enterprise into the larger corporate sphere. Previously, the company would face fines common in manufacturing when a delivery was late; uptime and availability were therefore high priorities.

“Thanks to the new platform, our production is now continuous, and this is an important factor in helping the business grow,” adds Jason.

### **Foundation for virtualization and cost savings**

By providing a foundation for virtualization, Comfy Quilts is making significant IT gains and attaining consequent cost savings, especially with the move from a desktop-based infrastructure to a VDI model.

The FlexPod architecture is supporting and underpinning this transition, and the company is now operating a thin-client model before moving to a full VDI infrastructure. This change alone has helped provide considerable cost savings, and Jason estimates it has saved about £150,000 per year on power and uptime costs.

## Greater business efficiencies

In this age of technology, pen and paper may seem archaic, but their use is common practice in many areas. Comfy Quilts was not alone in this, but now that it has a high-performing, reliable storage platform, it is able to introduce more modern working practices that support the business and enable greater efficiencies.

For instance, mobile technologies are being introduced onto the production floor, while fiscal practices will become fully automated. These digitally driven processes will bring significant benefits. Whereas it used to take engineers several hours to respond to a production machine issue, they will now be onsite within a minute. At the same time, the speed and accuracy of financial reporting will increase significantly.

With agile, full communications worldwide, the business is now able to connect from anywhere, from any device, which is crucial for a business with multiple sites within the UK and Europe.

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## SOLUTION COMPONENTS

### NETAPP PRODUCTS

FlexPod Hyper-V clustered virtual environment running a dual-control NetApp FAS2240

FAS2552 with clustered Data ONTAP for disaster recovery

### PARTNER

Lima Networks

[www.netapp.com/us/products/storage-systems/all-flash-fas](http://www.netapp.com/us/products/storage-systems/all-flash-fas)

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