



**Customer:** Tarkett Eastern Europe

**Web Site:**

[www.tarkett-easterneurope.com](http://www.tarkett-easterneurope.com)

**Customer Size:** 1,500 employees

**Country or Region:** Russia, Serbia, Ukraine

**Industry:** Manufacturing and Retail

#### Customer Profile

Tarkett Eastern Europe, with 1,500 employees and revenues of more than U.S.\$560 million in 2005, is a leader in flooring services for commercial and residential customers.

#### Software and Services

- Microsoft Servers
  - Microsoft Windows Server 2000
  - Microsoft Windows Server 2003 Enterprise x64
  - Microsoft SQL Server 2000 Enterprise Edition
  - Microsoft SQL Server 2005 Enterprise Edition (64 bit)
- Services
  - Microsoft Premier Support Services

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## Flooring Company Efficiently Migrates Systems with Help from Service Experts

“The resources made available to us through our Microsoft Premier Support Services plan helped us to quickly create a more stable IT infrastructure.”

Miroslav Krzic, IT Manager, Tarkett

### Business Needs

Tarkett Eastern Europe is the obvious leader in the design, manufacturing, and marketing of floor coverings in Eastern Europe. In Russia, for example, the company enjoys an 80 percent market share for cushion-vinyl flooring. Approximately 1,500 employees work in Tarkett manufacturing plants and sales offices scattered around Eastern Europe.

To connect its geographically disparate locations, Tarkett depends on SAP R/3 enterprise resource planning software running on Microsoft® Windows® 2000 and with Microsoft SQL Server™ 2000 acting as the database management system. The combined solution was on a 32-bit platform. Essential to the company's success, this technology manages Tarkett's core business processes including financial and logistics systems.

As the flooring company grew, the Tarkett IT infrastructure eventually expanded to support 500 users and a 600 gigabyte (GB) database. These numbers strained the existing technology and, during peak hours and reporting days, employees were

sometimes unable to access or enter business-critical information.

To solve the server availability issues, Tarkett migrated to a clustered Windows Server® 2003 Enterprise x64 Edition platform with Microsoft SQL Server 2005 (64-bit) database software. Says Miroslav Krzic, the IT Manager at Tarkett, “Doing both migrations at once made for a complex process. The preparation phase consisted of multiple steps and careful checks.”

### Solution

To ensure an efficient migration and perfect completion of every planned step, Tarkett engaged with Microsoft Premier Support Services. This service forged a strong one-on-one relationship between the two companies. With Microsoft Premier Support Services, Tarkett receives:

- A direct relationship with a Microsoft Technical Account Manager (TAM)
- Proactive services, including support assistance
- Problem resolution support
- Knowledge transfer resources.

During the migration, the TAM for Tarkett

proactively delivered relevant documentation and information and was available onsite to lend his expertise. "We have a strong relationship with our Technical Account Manager," says Krzic. "He not only thoroughly understands Windows Enterprise 2003 and Microsoft SQL Server 2005, but also 'gets' our business needs and the best way to meet them."

The combined move was planned and implemented in just three months. Actual migration took only 12 hours. The smooth process was interrupted, however, by an outage two weeks after deployment. Explains Krzic, "The new SQL Server shut down unexpectedly. Our Microsoft support team jumped in immediately to resolve the issue. The Tarkett IT team was in constant contact with them the entire time."

Even after the migration, Microsoft Premier Support Services allows Tarkett to reach Microsoft technical experts by phone, receive in-person service visits, enjoy around-the-clock coverage for support issues, and supplies access to in-house Microsoft expertise.

## Benefits

The combination of thorough pre-planning performed by the internal Tarkett IT team and the proactive support supplied by Microsoft Premier Support Services ensured a successful migration. The increased capacity and power of the Tarkett systems because of SQL Server 2005 (64 bit) and Windows Server 2003 Enterprise x64 Edition, positions the flooring company to continue its aggressive growth initiatives.

"The availability issues have been solved, and we're confident that the combined solution can handle the rising scope of our database," says Krzic. "The resources made available to

us through our Microsoft Premier Support Services plan helped us to quickly create a more stable IT infrastructure."

### Greater Technical Awareness

While prepping for the switch to a clustered Windows Server Enterprise 2003 x64 and SQL Server Enterprise x64 Edition, personalized support and guidance supplied by the Microsoft TAM mitigated risks and facilitated a successful implementation. In the future, the Tarkett IT team plans to use the expertise offered through Microsoft Premier Support Services to complete upcoming projects.

Says Krzic, "Our Microsoft Premier Support Services contract serves our immediate needs to resolve incidents, while also ensuring that we get important information from our TAM regarding future developments. This relationship saves us a lot of money in the long term."

### Increased Transfer of Knowledge

"Having direct contacts with Microsoft specialists is a big advantage. We gain useful information and advice that you can't find in manuals. Our IT team is quite small, so the Microsoft expertise is very valuable," states Krzic.

The Tarkett IT team is now positioned to develop the skills and resources it needs to strengthen core business processes and mitigate potential IT issues before they occur.

### Better Positioned for Growth

With Microsoft Premier Support Services, Tarkett feels confident to meet growth goals, because of the access to reliable and expert technical support services. The cooperation between the two companies will further

strengthen the Tarkett system's high availability—and recovery—capabilities.

"Currently, our Microsoft SQL Server database is approximately 1 terabyte in size," says Krzic. "We estimate 40 to 50 percent annual growth, and Microsoft Premier Support Services will help us meet our goals without interruption, just as they did for our migration."