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Ensuring HA for Global Manufacturing Operations

SIOS Provides Uptime and Operational Efficiency

“We have nearly zero downtime and have improved system robustness. One of the key points is that the solution is easy to use and nearly maintenance-free.”
— Oliver W., Manager Datacenter Operations, EGGER Group



The Environment

The EGGER Group, headquartered in St. Johann, Tyrol, Austria, is a global leader in the manufacture of wood-based materials. With 22 manufacturing facilities in 11 countries and over 11,000 employees, EGGER relies on a sophisticated and scalable IT infrastructure to support its global operations, including critical SAP applications, databases, and custom services.

To ensure business continuity and operational efficiency across its manufacturing footprint, EGGER has embraced Linux-based infrastructure since the early 2000s. Today, the company manages more than 5,000 virtual machines on 350 physical servers supporting databases, custom applications, and key enterprise systems.

The Challenge

More than 20 years ago, the EGGER IT team set out to implement a high availability (HA) solution to protect its critical SAP, Oracle, and custom applications running on Linux from downtime and disasters.

The team required a solution that was:

- Highly reliable and easy to maintain
- Capable of supporting both standardized and custom services
- Compatible with Linux-based enterprise infrastructure
- Flexible enough to scale as the business grew globally

With critical operations, including delivery truck dispatching, printing, and warehouse inventory and management systems dependent on application uptime, any outage could lead to significant production delays or costly logistical bottlenecks.

The Solution

After evaluating several HA solutions, including open source and traditional clustering options, Egger chose SIOS LifeKeeper for Linux because of its stability, simplicity, and flexibility. LifeKeeper provided EGGER with a single HA solution capable of protecting off-the-shelf and custom applications as well as complex databases, including:

- SAP HANA and Oracle databases
- Customized PostgreSQL environments
- Internal printing and logistics services
- SAP application servers and warehouse systems

The SIOS application recovery kit (ARK) played a vital role in enabling EGGER to customize LifeKeeper to meet the needs of each of its critical applications. LifeKeeper ARKs provided a simple way for EGGER to develop its scripts for bespoke services, reducing complexity and enabling reuse across servers and clusters. LifeKeeper's GUI-based interface simplifies configuration and ongoing management while offering a CLI for advanced users and scripted operations.

Since 2005, EGGER has run its entire HA infrastructure on a virtualized environment, enabling flexibility and efficiency. The team has primarily implemented two-node clusters across its environment.

EGGER works closely with SIOS partner, ACP-IT, a leading IT company headquartered in Austria with offices in Germany. ACP specializes in providing IT infrastructure, software solutions, and related services.

The Results

LifeKeeper has helped EGGER achieve 99.99% uptime across its critical applications for more than two decades. Key benefits include:

- **Improved system resilience:** Minimal bugs and robust design reduce downtime risk
- **Effortless updates:** Maintenance and upgrades can be performed without taking systems offline
- **Simplified management:** A user-friendly GUI reduces setup errors and supports on-call teams
- **Scalable architecture:** Seamless performance in virtual, on-premises, and cloud environments
- **Outstanding support:** Access to local language support in Germany and global SIOS expertise, including help beyond the clustering layer

Future Plans

EGGER continues to evolve its IT environment. As the company grows, it remains committed to a flexible, innovation-driven infrastructure strategy—one where SIOS LifeKeeper continues to play a central role.

About ACP-IT

ACP offers vendor-independent consulting, procurement and integration, managed services, data center services, and IT financing for the entire IT portfolio, supporting companies, government agencies, and organizations of all sizes. ACP is also continuously expanding its strategic digitalization portfolio to help customers explore optimization potential and find new business approaches. Founded in 1993, the IT provider currently employs over 2,500 people at more than 50 locations in Germany and Austria. In the 2023/2024 fiscal year, the ACP Group generated revenue of €935 million. More information at: www.acp-gruppe.com

About SIOS Technology Corp.

SIOS delivers innovative high availability and disaster recovery solutions for Windows and Linux environments. Founded in 1999, SIOS Technology Corp. is headquartered in San Mateo, California, with offices in the United States, the United Kingdom, Germany, and Japan. For more information, visit us.sios.com.



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