

DoubleTake® Protects Clients of IT Services Specialist

Orstead Secures SMB Customers For Efficient Disaster Recovery

COMPANY:

Orstead

SOLUTION:

Double-Take® Availability software was installed to capture and replicate changes to data files as they occur and provide failover capabilities on servers using Microsoft® Hyper-V. Double-Take® Availability provided disaster recovery protection to data owned by third parties – clients of the customer. The Double-Take® software replicates client data to an external disaster recovery site as a managed disaster recovery solution.

PROVIDER:

Business Continuity Asia Pacific (BCAP) provided Double-Take® Availability software to support the virtualization solution, Microsoft® Hyper-V™. The customer is an existing Double-Take® channel partner and offers the full range of Double-Take solutions to end-user clients.

BACKGROUND:

Orstead is an IT services company that specializes in IT Infrastructure solutions. It is focused on the application of best available technology hardware, software and communications components to meet client needs and budgets. Since 2001 Orstead has expanded rapidly providing services in all capital cities and several regional centres. Orstead specialises in four lines of IT Infrastructure including hosting, outsourcing, consulting and IP telephony. Within these categories it provides services including the provision of stable available business IT platforms; IT support and strategic IT solutions.

As part of its growth strategy, Orstead aimed to provide its clients with a higher level of disaster recovery services. Opportunities had been identified in the 20 – 400 user market particularly in financial services. However, this sector demands robust data recovery solutions. Orstead aimed to provide these and other clients with solutions over a WAN link that also enabled it to add additional users and provide a value-added service.

Several technology solutions were considered, however, the difficulty for Orstead was that most solutions are not WAN friendly, and could not keep up with the constant data changes being made on its network, which featured highly transactional based applications including SQL, Exchange and File Servers.

Essentially, other solutions were considered 'point in time' snapshot-style technology, sending large amounts of data at different times during the day rather than a solution able to deliver real-time replication.

The Orstead team tested the Microsoft® Hyper-V™ server with Double-Take® Availability and found it provided up-to-date usable data replicated 24/7 to Orstead's recovery site.

“As a provider of IT infrastructure, it was critical for us to ensure our own IT set-up was as secure, reliable and efficient as possible. As a channel partner of Double-Take we knew Double-Take Availability would be able to tick those boxes”, said Richard Halliday, Strategic Marketing and Sales Director at Orstead.

“We knew from our audit checks that Double-Take® replication works continuously. It also provides detailed event alerts and reporting on the replication to ensure the integrity of the solution.”

Orstead has installed Double-Take® Availability on the hosts, allowing it to protect as many Microsoft® Hyper-V™ servers as required. In addition, Orstead is able to run any operating system in the hyper-v virtual machine and still have it protected in real time with the Double-Take® protection.

According to Mr. Halliday, Orstead has received positive feedback from its customers who have purchased its Double-Take® software solution.

“It seemed a natural progression to install the software on our own IT network,” he said. Double-Take is an easy to install and cost-effective solution that can be applied to small and medium size businesses as well as enterprise, making it a highly effective disaster recovery solution for most Australian businesses, including Orstead,” he said.

Using Double-Take® Availability, Orstead has been able to establish a Business Continuity environment at its disaster recovery site. The company has established three shared Disaster Recovery suites where clients can re-locate in the event of a major disaster, complete with all fit-outs of a normal office.

Since installing Double Take, Orstead has conducted a full failover test for their clients. A disaster was simulated and Orstead IT personnel failed over the services to the DR site. The client relocated to the Business Continuity centre at the DR site and could access all their data seamlessly. The exercise met all the customers expected RPO and RTO objectives. Orstead IT personal then failed back to the production site.

“Having tested Double-Take, I have seen first-hand just how reliable it is as a solution. Though the task of disaster recover is complex, the solution itself was easy to set-up, easy to test, and is easy to monitor”, concluded Mr. Halliday.

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About Business Continuity Asia Pacific

Business Continuity Asia Pacific specialises in "turn-key" Information Systems Resilience products and services. These feature real-time of-site data replication for high availability, disaster recovery, data distribution and centralised backup. Our solutions scale from small to medium businesses through to large enterprises and government departments. With offices in Sydney, Brisbane, Melbourne and Wellington, Business Continuity Asia Pacific is a leading provider of real-time data protection, application availability, and disaster recovery products

and services for the Asia Pacific region. To learn more about Business Continuity Asia Pacific visit: www.bcap.com.au

About Orstead

Orstead is an established IT services company specialising in delivering IT infrastructure solutions to its clients. Since 2001 it has grown to provide services in all capital cities and a number of larger regional centres. Its four lines of business includes hosting, outsourcing, consulting and Cisco VOIP. It also includes the hardware, software and communications components that enable effective technology support for businesses. Combining its depth of technical expertise and excellence in IT service management, Orstead provides access to reliable, consistent, high quality technology solutions. Visit: <http://www.orstead.com.au>