

# Case Study: Hammond Care

## Hammond Care Ensures Business Continuity with Double-Take® Software and Riverbed

*Archbridge and BCAP help charity improve network performance and DR capabilities*

### **SOLUTION:**

Double-Take® for Windows and Livewire (formally ROSRO) products for offsite disaster recovery (DR) solution, partnered with Riverbed WAN optimisation steelheads and software; fitted into Hammond Care's existing VMware ESX Server network environment. The DR site was designed and deployed to provide reductions in network traffic and provide a DR failover site that replicates in real time the central enterprise site data.

### **PROVIDER:**

Business Continuity Asia Pacific (BCAP), in partnership with IT services and solutions provider Archbridge, which delivers network and data centre, replication, optimisation and acceleration solutions.

### **BACKGROUND:**

Independent Christian charity, Hammond Care Group, began life when Anglican Cannon R B S Hammond established Hammond's Pioneer Homes in 1932. The charity's aim was to provide inner-city families evicted during the great depression with affordable homes, through a rent-buy program, in Hammondville, 40KMs west of the Sydney CBD.

In the late 1940's Hammond Care moved its focus from housing to aged care and today has become a specialist provider of care for the aged and those with dementia. Regarded nationally and internationally as one of the most innovative care organisations, Hammond Care offers both residential care and community services in New South Wales (NSW) – from Sydney to Wollongong, Bathurst and Toronto, supported by approximately 1200 employees.

The organisation's operational spread across NSW presented business continuity (BC), DR, security and bandwidth issues for Hammond's IT department; charged with ensuring organisation's business critical systems remain available for the administration and managerial staff that rely on access to complete their daily tasks.

VMware ESX server virtualisation technologies were implemented to reduce the number of physical servers deployed across the organisation's network. Because of the condensed risk of data loss presented by virtualisation, and the Hammond Care's requirements for constant and consistent service, the implementation of a full DR and BC solution had become a necessity. The solution needed to fit within and complement the existing network architecture.

With many DR solutions currently available not designed to work with virtualisation technologies like VMware ESX, Hammond Care turned to Business Continuity Asia Pacific (BCAP) and its Double-Take (DT) and LiveWire replication solutions, to solve the disaster recovery issues.

In addition the team had a previously acknowledged need to increase overall network performance and user productivity, primarily by reducing network traffic. Hammond Care had engaged with channel reseller Archbridge when testing the WAN optimisation technology of Riverbed. It was hoped that implementing Riverbed technology across the network would, in addition to reducing overall network traffic, also make a centralised, live DR site viable without affecting network performance.

### THE SOLUTION:

After discussing the company's recovery point objectives (RPO) and recovery time objectives (RTO) with BCAP, Hammond Care decided to implement the Double-Take solution to protect the organisation's two business critical applications servers in a 'one-to-one' configuration. The LiveWire solution was implemented to help protect the data on the charity's other source servers, located in the Sydney head office in a 'many-to-one' configuration.

Double-Take software is designed specifically to work with virtual, in this case VMware, and physical based environments; similar to the one used by Hammond Care. Changes on the virtualised servers in the operation environment are captured in real time and replicated to a virtual machine at the DR site, for minimal data loss in the event of a server failure – making it an ideal solution for critical applications servers.

Livewire is a streamlined, full-server data protection solution for non-critical business systems, configured in a 'many-to-one' topology, which reduces the overall DR costs for the organisation by simplifying the protection and recovery process.

Because of Hammond Care's need for both the Double-Take/Livewire and Riverbed solutions, and the company's previous engagement with Archbridge during the testing of the Riverbed technology, BCAP partnered with Archbridge when it came time to purchase and implement the DR solution.

Archbridge technicians worked together with one of Hammond Care's internal IT technicians to design and implement the architecture of the solution and how it would fit within the Hammond Care network, with the deployment carried out over two weeks.

"When compared with other solutions we looked at, deployment of this solution was quick and painless. Archbridge really made the project easy for us," said Bruce Coller, general manager systems development, Hammond Care.

Following implementation, Hammond Care carried out a full disaster recovery test, which showed that after failure of all systems at the main site, the Hammondville DR site could be live within 30 minutes and provide full network service within a matter of hours.

"The results of the DR failover test were really great to see, especially as only one of our staff was required to complete the out-of-hours test. To know that in the event of a real failure we can have the network fully restored within a couple of hours is very reassuring" said Mr Coller.

The Riverbed technology has succeeded in significantly reducing the overall traffic across the network, and has therefore allowed Hammond to remove servers from remote locations. Importantly, even though applications were condensed on centrally located virtual servers, Hammond Care has avoided the expense of upgrading the organisations WAN bandwidth.

The condensing of data onto centralised servers has also provided data replication and backup advantages for Hammond Care. Employees at remote sites are no longer required to assist in the production of backup tapes for their location. Each user's work is automatically transferred to, and recorded on, the central servers, which are then automatically replicated to the DR site by Double-Take.

With the network now performing more efficiently, and with the DR and backup changed from a manual to an automated process requiring little proactive management, Hammond Care has found that IT personnel are now better equipped to focus on the day-to-day network management.

The combined Riverbed and Double-Take/Livewire solution has been so successful at Hammond Care, that the organisation has calculated they will have full return on investment (ROI) within 12 months of the initial deployment.

"The solution has provided many performance and efficiency benefits for us. As Hammond Care is a charity, the ability to demonstrate a fast return on investment is essential. To be able to achieve that within just 12 months, is outstanding," said Mr Coller.

In addition to the network performance gains, and the cost savings delivered by the implementation of Riverbed technology and the implementation of the Double-Take/Livewire DR site, Hammond Care has been able to develop a complete business continuity plan for ICT. The company is currently addressing the other non ICT aspects in order to complete a total Business Continuity Plan, which details how any interruptions to the business should be handled.

"Now that we have known times for recovery, we are able to create schedules, which cover the activities our personnel should undertake to get our business back up and running," said Mr Coller

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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.