

# Case Study: Wagga Wagga City Council

## **Double-Take® Software Customer Profile**

*Company:* Wagga Wagga City Council, New South Wales, Australia

*Solution:* Initial implementation of Double-Take Livewire; followed by Double-Take standard and Double-Take advanced to provide real-time data transfer and full server failover to the disaster recovery site.

*Provider:* Business Continuity Asia Pacific (BCAP), in partnership with IT Software and business-continuity solutions provider, Trilogy Rentals.

## **BACKGROUND:**

Wagga Wagga is located midway between Sydney and Melbourne on the Murrumbidgee River. Since establishment in the 1840's, it has grown to be the largest inland City in New South Wales and home to over 60,000 residents.

Wagga Wagga's central business and commercial district services over 180,000 people from the surrounding region, and provides a significant employment base.

The Defence forces have a presence in the local area including the major Kapooka Army Recruit Training Centre and the RAAF Forest Hill facility. In addition, public administration is an area of key employment, as Wagga Wagga is the location for many NSW State government regional offices and for Federal government regional human services agencies.

The Wagga Wagga City Council (WWCC) – formed as an amalgamation of Wagga Wagga, Mitchell and Kyeamba shires in 1981 – spans 4, 824km<sup>2</sup> and encompasses the urban area of Wagga Wagga, large areas of rural land as well as nine smaller villages including Tarcutta, Ladysmith, Mangoplah, Collingullie and Uranquinty.

Council is engaged in the provision and maintenance of a range of civil and community infrastructure, cultural and recreational services and public facilities including the local airport, livestock marketing centre, visitors centre, civic theatre, aquatic centre, training centre, parks depot, and cemetery.

Having responsibility for constantly and consistently providing these diverse services across such a vast area and to such a large population, the General Manager of WWCC made a significant push for a whole-of-business continuity plan in 2006. As part of this business-continuity planning, the Council's IT department's services were identified as a high-risk area, and therefore, a high-priority for protection as a cornerstone of the plan.

The need to implement a business-continuity solution to protect the information and applications from corruption or loss was highlighted to councillors, who agreed to make this a high-priority, with an appropriately allocated budget.

In response, Michael Schmid, IT manager for WWCC, began reviewing the available solutions that could meet the council's budget, data protection and recovery time requirements.

## THE SOLUTION:

During the annual New South Wales Local Government IT Conference, Bruce Davies from Trilogy Rentals – who had worked with the council on previous projects – introduced Mr Schmid to Kelly von der Heyden, director of Business Continuity Asia Pacific (BCAP), the Australasian distributor of leading replication software company, Double-Take Software. The singular focus of the BCAP and Trilogy Rentals delivery model, the quality of the Double-Take® Software products, the competitive pricing, and the support model and support levels available to WWCC led the council's IT team to implement the Double-Take Software solution.

"Business Continuity and Trilogy ticked all of the required boxes. They provided a single source for all of our IT business continuity requirements. And when combined with the quality of their products and their competitive pricing, they proved the best fit for Wagga City Council's needs," said Michael Schmid.

BCAP and Trilogy were able to provide advice to the council's IT team based on previous experience and knowledge of the council's budget about achievable and serviceable disaster recovery times and recovery points. The IT team was, in turn, able to advise Council's management team on the achievable Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) for all systems. The management team was impressed to the point that it approved BCAP and Trilogy to provide protection for the council's 14 sites. The recommended Double-Take software solutions were then implemented.

To manage its immediate data protection needs, the council initially adopted the real-time data protection of the Double-Take Livewire solution in a many-to-one topology, which provided the ability to create images of all servers from the production site at the disaster recovery site.

Double-Take with the Full-Server Failover Option (FFO) was then added to the DR system in a one-to-one topology for their tier 1 applications. This addition to the council's business continuity solution combines cutting-edge system-state protection and recovery capabilities with Double-Take's real-time replication feature, to provide full server protection and failover for Windows environments – ensuring applications remain available when they're needed.

"Because all systems are covered by the real-time replication of Double-Take, our RPO was able to be set to a point of zero. We were able to reduce the RTO from days or weeks to minutes for our most critical exchange and website systems, and at a maximum of two hours for other applications," said Mr Schmid.

"BCAP are leaders in the business continuity field and maintain business continuity processes as their focus. This makes partnering with BCAP and Trilogy for disaster recovery and business continuity ideal for our Council," said Mr Schmid.

The implementation of the Double-Take Software solution has given the Wagga Wagga City Council peace of mind that, in the event of a significant situation or disaster, all applications and associated data will be recoverable in a timely manner – allowing the council to quickly resume the provision of its services. Wagga Wagga City Council will soon begin the shift to a virtualised server environment. As part of this project the council will again work with BCAP and Trilogy to ensure this new environment is constructed with optimised business continuity in mind and from a ROI perspective, the original Double-Take licences are all transferable to the virtual environment.

**For more information**, please contact Business Continuity Asia Pacific +612 86643502 or email: [sales@business-continuity.com.au](mailto:sales@business-continuity.com.au) or see [www.business-continuity.com.au](http://www.business-continuity.com.au)

### About Double-Take® Software

Headquartered in Southborough, Massachusetts, Double-Take® Software (Nasdaq: DBTK) is a leading provider of affordable software for recoverability, including continuous data replication, application availability and system state protection. Double-Take Software products and services enable customers to protect and recover business-critical data and applications such as Microsoft Exchange, SQL, and SharePoint in both physical and virtual environments. With its unparalleled partner programs, technical support, and professional services, Double-Take Software is the solution of choice for more than ten thousand customers worldwide, from SMEs to the Fortune 500. Information about Double-Take Software's products and services can be found at [www.doubletake.com](http://www.doubletake.com).

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