

Case Study: Hatch Australia

Hatch Australia

Hatch is a leading global consultancy, specialising in engineering, and project and construction management. They predominantly serve the mining, metals, energy and infrastructure sectors and are an employee-owned company of more than 8,700 employees worldwide.

Hatch was the first major engineering firm in North America to have its management systems certified on ISO standards, and was named one of the 50 Best Managed Private Companies in Canada by Financial Post in each of the years that Hatch applied for the distinction. Programs and projects under management have an aggregate value in excess of US\$20 billion.

In Australia, Hatch was faced with a couple of fundamental challenges due to the nature of their business and reliance on technology. These were high-availability and disaster recovery of critical systems.

It had been deemed a priority by the business that key applications were protected, so that if a disaster of any nature or scale should strike, business could continue. If significant numbers of staff couldn't work due to one key application failing then an estimated loss had been calculated per day in the hundreds of thousands of dollars as well as the after effect of project delays and a loss of client credibility.

Hatch's business critical servers that required protection included SQL, Exchange, Oracle and file and print servers. These challenges were then addressed using a Double-Take® Software solution, designed and implemented by Business Continuity Asia Pacific.

Martin Connellan, Hatch's Network Services Coordinator Australasia, stated that Double-Take is currently being used globally as a key aspect in their business continuity and disaster recovery plans.

"Prior to installing Double-Take we thoroughly tested a number of other replication and failover products on the market. Double-Take was chosen due to its scalability, excellent local support and knowledge as well as being best of breed technology. We demanded a solution that was extremely low in network overhead as some of our more remote sites have major bandwidth limitations. Double-Take's bandwidth throttling and compression was very impressive. We have since combined this technology with other Double-Take partner products, such as Riverbed WAN accelerators to deliver technology to areas where conventional infrastructure is very poor. The results have been outstanding."

He continued to add, "We have not yet had to failover, but we are ready. The process is all documented and tested. My key personnel have all received certified Double-Take training delivered by Business Continuity Asia Pacific."

Martin rates Double-Take "9 out of 10" in terms of satisfaction. He indicated that they plan to upgrade to version 5.0 in the not so distant future to take advantages of its compelling features, such as full sever failover. More details on version 5.0, training courses and the full product range can be found by visiting our website www.business-continuity.com.au

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.

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.

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