

Case Study: Brookfield Asset Management

Double-Take® Software Customer Profile

- Company:* Brookfield Asset Management - www.brookfield.com
- Business:* Brookfield Asset Management is focused on property, power and infrastructure assets, with a portfolio of 150 premier office properties and more than 140 power generating facilities in North America, South America and Europe.
- Needs:* Remote Failover, Enhanced Disaster Recovery and Strict RPO and RTO Objectives

About Brookfield Asset Management

Communication during a disaster is critical in ensuring employee safety, stakeholder communication and swift recovery of IT operations – a lesson many companies learn a little too late. One company ahead of the curve is Brookfield Asset Management. With more than \$70 billion of assets under management, Brookfield is focused on property, power and infrastructure assets, with a portfolio of 150 premier office properties and more than 140 power generating facilities. Brookfield has offices and assets under management across the globe. Because of the geographic diversity of its operations, Brookfield strives to ensure all data that crosses its global operations is protected from all possible threats.

Prior to working with Double-Take® Software, Brookfield Asset Management relied entirely on local high availability with clustering, but did not have off-site data protection other than tape backup. With over 400 employees in 11 offices, the need for an enhanced data protection plan and an improved recovery process was clearly needed. As such, Brookfield devised a project scope with requirements that included the following:

- Real-time data protection
- 24x7 high availability
- Remote failover for Exchange, SQL, File, SharePoint and BES servers
- A simple data recovery process
- Strict RPO and RTO objectives

Double-Take Was Everywhere

Brookfield Asset Management went into the research phase of their project with an open mind. However, they very quickly found Double-Take from Double-Take Software as the recommended solution everywhere they looked. Brookfield Asset Management found Double-Take on the web with very positive press. They also found Double-Take when speaking to Double-Take Technology Solution Partners PlateSpin and VMware.

“Finding Double-Take Software with such a positive reputation in so many places gave us the confidence we needed to make such an important decision,” said Stephane Deschenes, Director of Information Systems, Brookfield Asset Management. “I really liked how they had a solution for every scenario we considered now and in the future.”

Double-Take is a real-time data replication and failover solution that continuously captures byte-level changes as they happen and replicates those changes to one or more target servers at any location either locally or at a recovery site far away. In the event of a disaster, Double-Take would allow Brookfield Asset Management to recover their data and applications within minutes, if not seconds. After learning more about the features and functionality of Double-Take and researching other products, Brookfield chose Double-Take to meet their business needs.

Double-Take for Streamlined Disaster Recovery

Implementing Double-Take has allowed Brookfield Asset Management to streamline their disaster recovery and business continuity exercises. Double-Take dramatically reduced the effort involved in recovering from an outage during their tests and has given the team confidence that they will be able to minimize downtime and application interruption if something should happen.

“Double-Take was also able to meet our strict RTO and RPO objectives at a very low cost,” said Mr. Deschenes. “Our existing recovery procedures for our systems were tedious, complex and time-consuming. With our tape-only approach, we risked being down for up to 24 hours or, worse, losing 24 hours worth of data.”

Recovery Point Objective (RPO) defines how much data will be lost in the recovery procedure while Recovery Time Objective (RTO) measures how long the entire recovery process takes before users can reconnect to their applications and continue working. Once Brookfield Asset Management quantified their recovery objectives, they discovered that traditional tape backup was not good enough to achieve their required RTO and RPO objectives for business-critical applications. Brookfield required a RTO of less than one hour.

To test Double-Take against these objectives, Brookfield Asset Management performed three tests.

1. Exchange Testing: They tested the failover and failback of two Microsoft Exchange servers in New York by creating a disaster recovery testing site in Toronto. The goal of this test was to failover and failback without reconstitution. During the testing, the failover to the disaster recovery site was complete in just 13 minutes. The failback activities and full testing was complete within 40 minutes. The total duration of the test was 1 hour and 40 minutes.
2. BCE Place testing: This testing included failover and failback with reconstitution. During the testing, the Exchange servers failed over in 7 minutes. Reconstitution required 7 1/2 hours. Then Brookfield failed back in 8 minutes. Total outage for failover and failback activities for this test was only 15 minutes with zero data loss!
3. SQL2000 testing included failover and failback with reconstitution. This test failed over in 2 minutes while reconstitution required 11 minutes. The fail back time was under 10 minutes (server reboots required). The total outage for this failover and failback test was just 12 minutes.

Choosing Double-Take to Protect Mission-Critical Applications

Clearly, Double-Take passed all tests with flying colors. To date, Brookfield Asset Management has now implemented Double-Take to protect their Exchange, SQL, File, SharePoint and BES servers. Given this dramatic reduction in data loss and recovery time, Brookfield will be better prepared for an outage or disaster and has experienced significant efficiencies in the setup and execution of regular disaster recovery testing.

“This is an outstanding accomplishment and the most significant advancement in our disaster recovery capability in years,” said Paul Vendittelli, Chief Information Officer, Brookfield Business Services, of his Brookfield Asset Management IT team. “You have created the most advanced disaster recovery plan anywhere in the enterprise. You all have a lot to be proud of. I think we will have many of our other Brookfield companies looking at these technologies and looking to your example in 2007.”

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.