

Case Study: Standard Bank Group Banco Standard de Investimentos SA

Double-Take® Software Customer Profile

Company: Banco Standard de Investimentos, Brazil
Business: Banking and Finance
Needs: Exchange 2003 data protection and high availability

About Standard Bank Group Limited

Standard Bank Group Limited is one of the most established financial services groups based in South Africa and operating worldwide in 38 countries. They are a global bank with African roots. It is South Africa's largest bank, distinguished by its extensive operations in 17 African countries. Outside the African continent, Standard Bank operations span to 21 countries, with an emerging market focus. Their customers benefit from their knowledge and expertise in emerging markets, coupled with their global outlook.

Standard Bank offers a full range of banking, investment and lending products and services to entities from multinational corporations to individual income earners and their families. Each coworker is passionate about making a difference in the lives of others. In order to make that passion a reality, it is critical that Standard Bank keep their client's banking needs protected.

E-Mail is Business Critical

As many businesses do, the Sao Paulo, Brazil branch of Standard Bank uses Microsoft® Exchange to store vital data in the form of email and attachments. However, email is more than just a method of communication there – it is critical to their business because it contains appointments, new business contacts, business proposals, creative ideas and records of client activity. Data-loss in Exchange from an errant keystroke to a server malfunction could seriously damage client relationships and end new business leads.

While the data contained on the Exchange server is business-critical to Standard Bank, the availability of that server is just as critical. Standard Bank depends on their systems to function in order to record every important transaction and exchange. If they lost seconds of their Exchange system, it could result in revenue and data losses to an extreme.

To summarize, Standard Bank was looking for a reliable data replication and high availability solution for their Microsoft Exchange 2003 servers.

Standard Bank required:

- Data replication for Windows Exchange Server 2003
- Flexible software to run in a Physical and/or Virtual Environment
- 24x7 Application Availability with Automated Failover
- Enhanced Disaster Recovery

On a recommendation by the Standard Bank headquarter team located in London, England, the Brazil branch of Standard Bank selected Double-Take® Software as their technology partner of choice.

Microsoft Exchange Protection and Availability

The combination of the proven data protection and failover capabilities of Double-Take with the recovery features of Microsoft Exchange Server in the Standard Bank environment provide a comprehensive solution for complete Exchange protection. This eliminates the single point of failure and provides the utmost flexibility and redundancy for their business-critical e-mail data. This is exactly what Standard Bank needed to ensure the protection of their client's money.

Today, Standard Bank has an Exchange server on their live site running on a Windows 2003 server. That server is being replicated to a remote Exchange server running on a VMware® virtual machine. The communication link between both sites is a 10Mb link and their Exchange databases have 70Gb of data. Double-Take is being used to replicate the data from the live site to the remote site in real-time.

One of the strengths of Double-Take replication technology is that it protects files at the byte-level regardless of the application. In this case, when Exchange writes data to any of its files, the actual byte-level changes it makes to the primary server are sent to the remote server. Once the data is sent to the remote server, multiple options are available for achieving availability and disaster recovery goals. The first capability this method of data protection offers is a truly hardware-independent, version-independent, and OS-independent data protection solution. Simply put, Exchange resides on a Windows file system and Double-Take can protect those file systems.

As Manoel Barbosa explains, "Double-Take is an ideal fit for our environment. We are replicating from physical to virtual and if we need to, can fail back." Barbosa added, "Every time we needed some help from Double-Take Software, the technical support team was just perfect. They have analysts with great technical skills. Their team was very involved with our needs and did not try to just "close the case", they really tried to solve our problem, and they did!"

As a result of their success with Double-Take Software, Standard Bank plans to implement Double-Take for their file servers and other virtual servers as well.

For more information, please visit www.doubletake.com.

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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