

Wagga Wagga CITY COUNCIL

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Michael Schmid, IT manager, Wagga Wagga City Council

Business Profile

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

Headquarters:
Wagga Wagga, New South Wales,
Australia

Industry:
Government

Business Environment:

- Established in the 1840s
- Home for 60,000 people
- Central business district serves over 180,000 people from surrounding areas
- Spans spans 4, 824km²

Vision Solutions Product:
Double-Take® Availability

Implementation Partners:
Business Continuity Asia Pacific and
Trilogy Rentals

Critical issue

Wagga Wagga City Council was concerned that a computer system failure could interrupt delivery of services to the community and jeopardize safety and profitability.

Results

- Full and fast recovery from system failures.
- Business transactions are replicated in real-time.
- The many-to-one topology saves money on infrastructure and simplifies management.
- Achieves their low RPO and RTO targets.

Technologies

- Double-Take Availability
- Microsoft Windows
- Microsoft Exchange Server

Business Challenge

The Wagga Wagga City 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, and centers for livestock marketing, visitors, theater, aquatics, and training, as well as the parks department and local cemetery.

Having responsibility for providing these diverse services across such a vast area and to a large population, the General Manager of WWCC made a significant push for a whole-of-business continuity plan. Within the plan, the council's IT department's services were identified as a high-risk area, and therefore, a high-priority for protection. At that point Michael Schmid, IT manager for WWCC, began reviewing the available solutions that could meet the council's budget, data protection and recovery time requirements.

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Solution

The singular focus of chosen partners Business Continuity Asia Pacific and Trilogy Rentals along with the quality of the software offering from Vision Solutions led the council's IT team to implement Double-Take Availability. Competitive pricing, and high support levels available to WWCC also factored into their decision.

According to Schmid, "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."

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.

To manage its immediate data protection needs, the council adopted the real-time data protection of the Double-Take Availability 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 Availability with Full-Server Failover 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 real-time replication feature, to provide full server protection and failover for Windows environments – ensuring applications remain available when they're needed.

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

The implementation of Double-Take Availability 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 virtualized server environment. As part of this project the council will again work with BCAP and Trilogy to ensure this new environment is constructed with optimized business continuity in mind and from a ROI perspective, the original Vision Solutions licenses are all transferable to the virtual environment.



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High Availability Disaster Recovery Systems and Data Management