



"It is priceless to be able to protect 30+ different types of applications with one solution. In the past, when a server failed, the recovery process was incredibly cumbersome and time-consuming. Now, the real-time system state protection that Double-Take Availability provides, simplifies the system restoration to any desired recovery point regardless of the hardware."

Pete Sedgwick, Director of Technical Services and Software Optimization and Support,
Baxter Credit Union

Business Profile

Company Name:
Baxter Credit Union

Headquarters:
Vernon Hills, Illinois

Industry:
Credit Union

Founded:
1981

Business Environment:

- One of the nation's top 100 credit unions
- Manages over a billion dollars in assets
- Serves 116,000 members
- Prides itself on world class service and innovative technology

Vision Solutions Product:
Double-Take® Availability

Implementation Partners:
Berbee and Vision Solutions

Critical issue

In this virtualized environment, a tape-only approach to backup was incredibly expensive, time consuming, and challenging to maintain. A comprehensive business continuity plan including whole server recovery and failover would solve these problems and accelerate their recovery process.

Results

- Sustains no data loss when systems fail
- Recovers in under two hours
- Provides coverage for physical and virtualized computing environments
- Enjoys faster recovery times at half the cost of alternative solutions

Technologies

- Double-Take Availability
- IBM System x servers
- IBM BladeCenter
- VMware
- Tivoli backup technology

Business Challenge

Baxter Credit Union relied on tape backups for disaster recovery. As the company grew over the years, so did the complexity of their systems and the process to protect and recover their data. Though the tape-only approach worked, the entire process was incredibly expensive, time consuming, and challenging for the team. What's more, the speed and quality of recovery are also important, especially when customers and employees are relying on access to critical data. And, with solutions like tape backup, even a successful recovery results in the loss of any data that is new or has changed since the backup was made. While traditional tape backup is a good tool for long-term archiving, members of the IT team at BCU know that a true disaster recovery plan would require an easier recovery process, failover and much more.

At the time, the BCU infrastructure consisted of more than 100 physical and virtual machines in production. Their strategy was to place each server into one of four tiers, depending upon the importance of the data and application availability. This 4-tiered approach allowed BCU to determine the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) goals for each application within their infrastructure. RPO defines how much data will be lost in the recovery procedure while RTO measures how long the entire recovery process takes before users can reconnect to their applications and continue working.

In this scenario, BCU defined their tiers as follows:

- Tier 1 – RTO within 2 hour or less
- Tier 2 – RTO within 24 hours
- Tier 3 – RTO within 3 days or less
- Tier 4 – RTO within 1 week or beyond

"The easy part in defining these tiers was to determine what applications needed to be up and running within a certain RTO," said Pete Sedgwick, Director of Technical Services and Software Optimization and Support, Baxter Credit Union. "The hard part was worrying about what data could be lost, if any."



Solution

BCU worked with Berbee, a CDW company, as part of this new business continuity initiative to expand their storage network and tape library. As part of the process, Berbee analyzed the BCU environment and helped to determine how implementing specific solutions could help best meet their business continuity goals.

“After we walked through some of BCU’s business requirements, we knew that Vision Solutions’ suite of products were a perfect fit. After understanding the different tiers laid out by BCU, we began working with Vision Solutions to develop the most cost-effective solution to meet the recovery objectives” said Nathan Coutinho, Berbee’s Product Manager. Berbee, a Vision Solutions partner, thought Double-Take Availability was a natural fit as part of their business continuity initiative due to its flexibility to work in both physical and virtual environments as well as the streamlined recovery approach with minimal data loss.

“The evaluation process was incredible. Vision Solutions worked with my team to set up and demonstrate the products in our environment and it worked exactly as we wanted it to” said Sedgwick. “After going through this exercise, the team was sold that the products were for real. The whole exercise took two hours to install setup and complete the testing. We were all very impressed.”

Double-Take Availability allowed BCU to quickly configure and perform a full recovery, regardless of the different hardware. If an individual server should fail, the recovery of both system state and data volumes can be executed by Double-Take Availability’s recovery management feature. This dramatically reduces the number of steps needed to recover a server to its original state and eliminates many of the steps required to restore from tape.

Today, BCU is protecting all tier 1 business critical applications (with an RTO of two hours or less) which includes the main file servers, Exchange servers, SQL servers, and Oracle servers with Double-Take Availability and utilizing one of its core features that is designed specifically for the protection of Microsoft Exchange or SQL environments. It automates the setup and configuration of replication and failover monitoring of Exchange or SQL servers for rapid and successful deployment.

The tier 2 and tier 3 servers (with an RTO of 24 hours – 3 days) includes a wide variety of servers including file, SQL 2000 Server, IIS Web servers, application servers, and various Citrix Presentation Servers, are all being protected by Double-Take Availability’s Server Recovery feature. Double-Take Availability, when used with this feature, gives BCU the ability to restore entire servers, including the operating system, applications and data regardless of the different hardware configurations.

In addition to protecting the data and applications, BCU effectively protects every server in their environment by leveraging VMware Infrastructure in their DR location. BCU can restore the Double-Take Availability server recovery images to virtual machines if an outage should occur. Double-Take’s server recovery feature allows BCU to initiate multiple recoveries at the same time so that all Tier 2 and Tier 3 servers (over 40 of them, both physical and virtual) can be recovered in a matter of just a few hours to virtual machines at the secondary site.

“What impressed me the most is that we were able to beat the recovery times we had originally defined in our 4-tiered approach at half the cost,” said Sedgwick. “And more importantly, Double-Take Availability provides us with a recovery approach that restores our business in less than two hours and allows for almost no data loss – something we didn’t think was possible.”





With the opening of one of the largest casinos in the world, the Chickasaws will add another 1000 employees to their organization. This business growth is accommodated with the addition of 10 IT FTE and \$500K in Hardware and Software costs. The new gaming expansion is expected to generate several million dollars in additional revenue for The Chickasaw Nation. The total IT investment over the past 30 months is running about \$30 million while the business is seeing double digit growth. Because of the vision and leadership of The Chickasaw Nation, the IT model created has the ability to deliver solutions in a rapid and low total cost of ownership manner. This is truly an anomaly today's information technology space.



15300 Barranca Parkway, Irvine, CA 92618
1-800-957-4511 ▪ 1-801-799-0300 ▪ visionsolutions.com



◆ High Availability ◆ Disaster Recovery ◆ Systems and Data Management ◆