



"NCMEC believes in doing all we can to protect children from child sexual exploitation and recover missing children. That philosophy works itself into all aspects of our business, including our business continuity and disaster recovery objectives. Automating our recovery process with Double-Take Availability helps us to significantly decrease downtime and could have a direct impact on an active missing child case."

Steven Gelfound, Director of IT at NCMEC

Business Profile

Company Name:
National Center for Missing &
Exploited Children (NCMEC)

Headquarters:
Alexandria, Virginia

Industry:
Public Safety

Founded:
1984

- Business Environment:
- Endeavors to help abducted, endangered, and sexually exploited children.
 - Established in 1984 by the United States Congress.
 - Functions as a private, nonprofit organization.
 - Provides services nationwide to a vast network of families and public safety professionals.

Vision Solutions Product:
Double-Take® Availability™

Critical issue

When a child goes missing, 24x7 action is crucial and the availability of business-critical applications is essential to a positive outcome. To that end, one system that cannot be allowed to fail is NCMEC's BlackBerry Enterprise Server.

Results

- Provides the real-time data protection and failover capabilities for Blackberry Enterprise Server, Exchange Server and Mimosa NearPoint.
- Replicates data from headquarters in Alexandria, Virginia, to a remote data center facility in Herndon.
- Initiates failover the moment an outage occurs.
- Online services are restored automatically to avoid interruptions.

Technologies

- Double-Take Availability
- Microsoft Windows
- Microsoft Exchange Server
- Mimosa NearPoint integrated Exchange archiving
- Blackberry Enterprise Server

Business Challenge

The National Center for Missing & Exploited Children (NCMEC) is the nation's largest resource center for child protection. Their mission is to help prevent child abduction and sexual exploitation; help find missing children; and assist victims of child abduction and sexual exploitation, their families, and the professionals who serve them.

Headquartered outside the nation's capital in Alexandria, Virginia, NCMEC has more than 500 employees. Since its inception in 1984, NCMEC has assisted law enforcement personnel with more than 133,000 missing child cases, resulting in the recovery of more than 115,700; trained more than 227,700 police and other professionals, handled more than 500,000 reports of child sexual exploitation through their CyberTipline, distributed more than 42,190,000 free publications; and handled more than 2,210,000 telephone calls.

NCMEC is unique for many reasons, one being a 24-hour, toll-free Hotline for the recovery of missing children in cooperation with the U.S. Department of Justice. When a child goes missing, 24x7 action is crucial and the availability of business-critical applications is vital to that process. Like many organizations today, NCMEC's BlackBerry® Enterprise Server (BES) is one of those critical applications. Their BES allows for constant communication and information sharing when looking for a missing child. Therefore, uptime is an essential part of their overall disaster recovery plan.



“We needed a fail-proof disaster recovery solution for our critical BlackBerry and Exchange servers,” said Steven Gelfound, Director of IT at NCMEC. “We relied on documentation and in the case of major disaster we would refer back to our documentation which is time-consuming and complex. What’s worse, when time is sensitive, rebuilding from scratch can take many hours. We required a reliable solution to maintain uptime, minimize lost data and provide a quick recovery.”

Solution

In their search for a disaster recovery service, NCMEC zeroed in on Vision Solutions and their solutions partner, Mimosa Systems. Double-Take Availability from Vision Solutions provides the real-time data protection and failover capabilities to keep NCMEC BES up and running, while Mimosa NearPoint unifies email recovery, archiving, and storage optimization to enable message recovery and user access to historical email.

Double-Take Availability protects data and applications including Exchange, SQL Server, SharePoint, Oracle, BlackBerry Enterprise Server and more in both physical and virtual environments. It combines continuous real-time backup and automatic failover capabilities for disaster recovery, high availability, and centralized backup. Double-Take Availability is Microsoft Windows 2000 and 2003 certified on all editions, one of the few replication products to have achieved this level of certification. It delivers better protection than many hardware-based solutions, and it costs tens of thousands less.

Maximizing availability and uptime of email services, including BES, is crucial to just about every business. Downtime must be kept to an absolute minimum to maintain productivity. Using Double-Take Availability for replication, monitoring, and failover of the Exchange and NearPoint environments, NCMEC’s email services will be protected from data loss and downtime. Double-Take Availability replicates the Exchange and NearPoint data from HQ in Alexandria, Virginia, to a remote data center facility in Herndon, and can initiate failover the moment an outage occurs. These services are brought back online automatically to avoid interruptions. NCMEC users will immediately be redirected to the standby server for continued access to their current and historical email.

“NCMEC believes in doing all we can to protect children from child sexual exploitation and recover missing children. That philosophy works itself into all aspects of our business, including our business continuity and disaster recovery objectives,” said Gelfound. “Automating our recovery process with Double-Take Availability helps us to significantly decrease downtime and could have a direct impact on an active missing child case.”



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



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