



"When compared with other solutions we looked at, deployment of this solution was quick and painless. Archbridge really made the project easy for us."

Bruce Collier, general manager systems development, Hammond Care

Business Profile

Company Name:
Hammond Care

Headquarters:
Sydney, New South Wales, Australia

Industry:
Healthcare

Employees:
1,200

Business Environment:

- Explosive growth in urban population raising school age children
- Strained infrastructure
- Frequent migrations to more powerful systems

Vision Solutions Product:
Double-Take® Availability

Implementation Partner:
Business Continuity Asia Pacific

Critical issue

Ensuring business critical systems remain available for administrative and managerial staff members who rely on these systems.

Results

- Implemented a complete disaster recovery solution that satisfies compliance requirements
- Business transactions are replicated to an off-site disaster recovery server in near real-time.
- In tests, Hammond Care was able to recover core applications in less than 30 minutes
- Anticipates a ROI in only 12 months based on several new efficiencies

Technologies

- Double-Take Availability
- Several production Microsoft Windows-based servers
- VMware ESX
- Riverbed

Business Challenge

Hammond Care Group's operational spread across New South Wales presented business continuity, disaster recovery, security and bandwidth issues for the organization's IT department. It was IT's responsibility to make sure that critical applications and other systems remained available for the administration and managerial staff, that rely on these systems to complete their daily tasks.

VMware ESX server virtualization technologies were implemented to reduce the number of physical servers deployed across the organization's network. Because of the minimized risk of data loss presented by virtualization, and Hammond Care's requirement for constant service, the implementation of a full disaster recovery and business continuity solution became a priority. The solution needed to not only work with, but also complement the existing network architecture.



Solution

Hammond Care turned to Business Continuity Asia Pacific and its replication products from Vision Solutions, to solve their disaster recovery issues.

In addition, a need to increase overall network performance and user productivity, primarily by reducing network traffic also arose. Hammond Care had engaged with channel reseller Archbridge when testing the WAN optimization technology of Riverbed. They hoped that implementing Riverbed technology across the network would, in addition to reducing overall network traffic, also make a centralized, live DR site viable without affecting network performance.

Hammond Care implemented Double-Take Availability from Vision Solutions to protect the organization's two business critical applications servers in a 'one-to-one' configuration as well as data on the charity's other source servers, located in the Sydney main office in a 'many-to-one' configuration.

Following implementation, Hammond Care carried out a full disaster recovery test, which showed that after failure of all systems at the main site, the Hammondville DR site could be live within 30 minutes and provide full network service within a matter of hours.

The Riverbed technology significantly reduced the overall traffic across the network, and has allowed Hammond to remove servers from remote locations. Importantly, even though applications were condensed on centrally located virtual servers, Hammond Care has avoided the expense of upgrading the organizations WAN bandwidth.

Condensing the data onto centralized servers has also provided data replication and backup advantages for Hammond Care. Employees at remote sites are no longer required to assist in the production of backup tapes for their location. Each user's work is automatically transferred to, and recorded on, the central servers, which are then automatically replicated to the DR site by Double-Take Availability.

With the network now performing more efficiently, and with the DR and backup changed from a manual to an automated process requiring little proactive management, Hammond Care has found that IT personnel are now better equipped to focus on the day-to-day network management.

The combined Riverbed and Double-Take Availability solution has been so successful at Hammond Care, that the organization has calculated they will have full return on investment (ROI) within 12 months of the initial deployment.

According to Bruce Collier, general manager of systems development at Hammond Care, "This solution has provided many performance and efficiency benefits for us. As Hammond Care is a charity, the ability to demonstrate a fast return on investment is essential. To be able to achieve that within just 12 months, is outstanding. In addition to the network performance gains, and the cost savings delivered by the implementation of Riverbed technology and the implementation of Vision's Double-Take Availability, Hammond Care has been able to develop a complete business continuity plan for ICT."



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