



*"MIMIX is an excellent product. We know that in the event of emergency, we're protecting the city's investments and providing business survivability for the city of Hoover."*

Dave Donaldson, Information System Manager  
City of Hoover

## Business Profile

Organization name:  
City of Hoover

Location:  
Hoover, Alabama (USA)

Revenues:  
Approximately \$64 million  
in annual tax monies

Industry:  
Government

Employees:  
700

- Organizational Environment:
- Hoover is the sixth largest city in Alabama
  - Located about 12 miles from Birmingham International Airport
  - More than 73,000 residents
  - Cited in the book 50 Fabulous Places to Raise Your Family by Kathleen Shaputis
  - Approximately 50 square miles in size

- Implementation Team
- The Dynamix Group
  - City of Hoover IS Team

Vision Solutions Product:  
MIMIX HA for i5/OS

## Critical Issue

For the city of Hoover, Alabama, a primary server runs a vital suite of integrated software applications used by city staff, departments, citizens and businesses. The city looked for a high availability (HA) solution that would protect its investments and provide business survivability for the city if a natural disaster or other emergency caused this essential system to go down.

## Results

- Implementation was rapid and straightforward.
- Addresses disaster recovery needs and mitigates planned downtime.
- Provides 24/7 business continuity for the city.
- Very little time required for management and monitoring.

## Technologies

- MIMIX® HA for i5/OS® from Vision Solutions
- SunGard® HTE enterprise software
- Production: IBM® System i™ Model 520
- Backup: IBM iSeries™ Model 720

## Business Challenge

Drive about 20 minutes south of Birmingham, Alabama, and you are in the city of Hoover.

In 2006, Hoover was on MONEY magazine's list of America's Best Small Cities. The city is proud of its low crime rate, low cost of living, award-winning schools, and recreation areas such as Moss Rock Preserve and Aldridge Gardens. 700 city employees work hard to make sure that these and other aspects of Hoover remain points of pride.

One such employee is Dave Donaldson, Information System Manager for the city of Hoover. Donaldson knew that the information systems in Hoover should be protected in the event of any unplanned downtime, and he was looking for a good solution.

"We wanted to avoid the situations that we've seen cities and businesses face when a disaster or failure happened. We had already been evaluating some options when Hurricane Katrina hit, and that was a real wake-up call for many people, us included," said Donaldson.

The city runs a suite of enterprise solutions from SunGard HTE designed to help municipalities and government agencies connect their staff and citizens with vital information and services. "These are mission-critical for the city of Hoover," said Donaldson.

Donaldson and his team evaluated a number of HA products, and chose MIMIX HA for i5/OS from Vision Solutions.



## Solution

The Dynamix Group provided installation services for MIMIX HA, and did an excellent job, according to Donaldson. In addition, Donaldson and his team did a lot of up-front work to further speed and simplify the deployment.

The production server for the city of Hoover is an IBM System i Model 520. An IBM iSeries Model 720 had been the major server for the city before the purchase of the System i. Located about two miles away at the Hoover City Hall, this server became the backup server. "We had an existing DS3 pipeline between the two locations prior to the installation of MIMIX HA. This ensured that adequate bandwidth was in place and helped avoid any network issues during the implementation process," noted Donaldson.

"Before the on-site interviews even started prior to the installation, we cleaned up our systems and eliminated the potential conflicts that normally need to be addressed during the installation process," Donaldson explained. "That made the process neater and faster. The Dynamix team was here about three days, and by the end of the second day we were processing data groups."

Donaldson stated that the use of MIMIX IntelliStart™ technology dramatically accelerated the installation and configuration process. "IntelliStart was a major factor in getting MIMIX HA up and running so quickly," he noted.

Donaldson had predicted a much longer installation and problem resolution period, and was very pleased with what the Dynamix and Vision Solution teams accomplished.

"Frankly, it floored me how well everything went. I've been impressed with the way they handled everything, especially the follow up," he noted. "The installer checked in with me after we were running, and he's been a really good resource if we need him to take a look at something," added Donaldson. "We've received a timely response whenever we've had a question."

"MIMIX HA is very easy to manage. It really runs by itself," Donaldson noted. "We've done two switch tests so far, and are planning a third later this year. We had really good experiences with the tests, and we're confident that we are in a really good situation with MIMIX HA."

The city's primary goal was to guarantee with a degree of certainty that the city of Hoover would remain in business if the primary location was lost. Donaldson pointed out a by-product benefit. "We haven't had an outage, and we hope we never do. But the other advantage to MIMIX HA is that we can use it to reduce our planned downtime as well," Donaldson said.

"The bottom line is that we are a very satisfied customer. We had a good installation experience and we're very satisfied with MIMIX HA," Donaldson concluded.



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