



*"BSI's continuity plans required the ability to move critical data from our production servers over to a virtualised secondary location. In looking at the solutions on the market, there was nothing that could meet our requirements around ease of use, cost and bandwidth in the same way that Double-Take Availability could achieve."*

Mark Conabeare, systems and network security manager at BSI.

## Business Profile

### Company Name:

Booking Services International (BSI)

### Headquarters:

Taunton, Somerset

### Industry:

Leading procurement specialist in corporate and public sector accommodation and meetings management

### Implementation Team:

IML suggested Double-Take Availability from Vision Solutions as the most appropriate solution.



### Products:

Double-Take Availability

## Project Summary

BSI wanted to improve its business continuity plan for its key applications, which ran on both virtualised and physical servers. The company also had to deal with bandwidth limitations, which had the potential to limit any continuity planning strategy. BSI implemented a two-part solution – Double-Take Availability from Vision Solutions and Steelhead® wide area network (WAN) optimisation appliances from Riverbed Technology – that addressed these challenges while providing real-time protection for BSI's servers and data.

## Introduction

Booking Services International (BSI) is the leading procurement specialist in corporate and public sector accommodation and meetings management in the UK. Over the last 25 years, BSI has evolved from a small specialist agent handling hotel reservations to become the provider of industry-leading purchasing and expense management solutions to its corporate clients. The company is responsible for booking in excess of 1.7 million hotel rooms annually and sourcing venues for more than 17,000 meetings, conferences and events.

As part of its ongoing business continuity and disaster recovery planning, BSI undertook a risk analysis project that demonstrated some opportunities to reduce the company's risk profile and its recovery objectives. Mark Conabeare, systems and network security manager at BSI, is responsible for the company's IT security and IT infrastructure, and he led the team on this project.

## Business Challenge

*"We faced some challenges around our plans to improve continuity for the organisation, the biggest of which was the bandwidth available to connect the primary data centre to the secondary site,"* said Conabeare. *"We were also conscious of the potential cost for implementing full disaster recovery capabilities. IML Technologies has been a long-standing partner for BSI, so we asked them to help us in meeting these problems."*

IML Technologies looked at the available technologies that would meet BSI's requirements for improved protection of data while also dealing with the limited amount of bandwidth the company had available. For data protection, IML suggested Double-Take Availability from Vision Solutions as the most appropriate solution. To address the bandwidth problem without incurring the high cost of adding bandwidth, IML recommended the Riverbed® WAN optimisation solution.

*"Working with IML, we considered SAN to SAN replication as a way of getting data from the primary site over to the secondary location. However, this method was not suitable for us, either from a cost perspective or with the bandwidth we have available,"* explained Conabeare. *"This also made VMware Site Recovery Manager unsuitable for us, as this relies on the underlying SAN replication technology. Double-Take Availability could provide the real-time replication and protection for data and systems that we required, and worked with our existing infrastructure. Additionally, using Double-Take meant that we could protect all our servers with one solution, rather than having to have different products in place for both our physical and virtualised servers, and also that we have a much greater level of flexibility. We now have the ability to failover individual servers, groups of servers or the entire site."*

## Implementation

Conabeare implemented Double-Take Availability on BSI's production servers, which are a mix of physical and virtual machines. BSI uses VMware vSphere for its primary virtualisation platform, as well as to host the target machines within the secondary site. In total, 14 servers are being protected, including the company's main online booking site for customers, Opera Financial services for accounting, Microsoft SharePoint Portal, Microsoft SQL Server 2005, and RIM BlackBerry Enterprise Server.

Riverbed Steelhead appliances were installed on the servers to ensure that data replication performed by Double-Take did not compromise the movement of data over the company's already strained network. The Steelhead appliances actually delivered more than that however, optimising not just the Double-Take traffic but all TCP/IP traffic going over the company's network. *"The Riverbed appliances boost the performance of our existing bandwidth further, ensuring that we can continue to be productive,"* commented Conabeare. *"Double-Take Availability is also well optimised when it comes to WAN performance, and only data changes are replicated over the connection, which also reduces the amount of traffic. Combining these two solutions ensured that our data is replicated in real time."*

## Conclusion

BSI has completed its implementation and data from the company's critical applications is being moved across to the secondary site, providing better protection for the organisation. As an additional bonus, the company is seeing better overall network performance thanks to the Steelhead appliances. BSI is also working with Double-Take technical experts on conducting fail-over tests as part of its DR planning procedures.

*"The support team we had around the Double-Take Availability implementation was first class: they helped us with every question or minor configuration issue we could throw at them. Combined with the overall ease of use around managing the implementation, this has meant that the overhead on team resources has been minimal,"* said Conabeare. *"Looking around the marketplace, for companies like ours that face challenges around availability of bandwidth and resources, Double-Take Availability is an ideal choice for protecting physical and virtual servers over a WAN environment."*

## Riverbed

Riverbed is the IT performance company. WAN optimisation solutions from Riverbed liberate businesses from common IT constraints by increasing application performance, enabling consolidation, and providing enterprise-wide network and application visibility – all while eliminating the need to increase bandwidth, storage or servers.

Vision Solutions • 1 Wildwood Triangle • Worcester • WR5 2QX  
t: +44(0)333 1234 200 • f: +44(0)333 1234 300 • [visionsolutions.com](http://visionsolutions.com)

## Double-Take® AVAILABILITY™



High Availability      Disaster Recovery      Systems and Data Management