

Case Study: Carlsberg Group



Double-Take® Software Customer Profile

Company: Carlsberg - www.carlsberg.co.uk
Business: **Carlsberg Group**

Carlsberg is one of the leading brewing groups in the world, with a large portfolio of beer and soft drinks brands. Its flagship brand - Carlsberg - is one of the fastest-growing and best-known beer brands in the world. More than 30,000 people work for Carlsberg at 92 local production sites in 48 countries, and its products are sold in more than 150 markets. In 2005 Carlsberg sold more than 100 million hectolitres of beer, which is about 83 million bottles of beer a day.

Needs: In the event that production servers fail, failover to a target server enables users to carry on working with little or no interruption to service.

Carlsberg Group Ensures Availability of Key IT Systems with Double-Take® Software

Carlsberg's Leeds Brewery

Carlsberg's Leeds operation is one of the company's two major breweries in the UK. The facility brews all of the company's major brands, including Tetley's, around the clock, with total production of 3 million hectolitres of beer each year.

The operation of the Leeds brewery is very dependent on its IT systems. It's imperative that the IT system works effectively to ensure the optimisation of all operations and is a major factor in delivering an efficient and world-class brewery.

The SCADA system

One key IT system is called SCADA, which is the user interface for brewery control. SCADA allows users to manage all of the physical systems that enable the plant to function. Over the last five years SCADA has failed twice, both times through hardware faults. On each occasion it has taken Carlsberg's IT system engineers between two and four hours to replace the hardware and reinstate the system. Whilst SCADA was inactive, brewing operations ground to a halt.

An interruption to the brewery's operation can be most easily represented by the potential loss in beer production. Four hour's interruption to brewing is equivalent to a loss in production of approximately 190,000 litres of beer.

Replacing SCADA

A decision was made to upgrade SCADA and at the same time ensure that the new system would never again suffer from significant interruptions to service.

Graeme Walker, senior systems engineer at the Leeds brewery, commented on the replacement project, "The failover mechanism within the new SCADA system did not match our requirements so we decided to look at an external solution. We initially considered a Microsoft cluster but it seemed very complex and the cost was prohibitive.

Polestar, our IT partner, suggested that we take a look at the data replication and failover capabilities of Double-Take Software."

Double-Take Software

Double-Take provides asynchronous replication of data from production to target servers. In the event that production servers fail, failover to a target server enables users to carry on working with little or no interruption to service. Double-Take provides a continuity solution that more than satisfies most organisations' recovery time objective (RTO) and recovery point objective (RPO), as in the event of a failure, little or no data is lost and service will be up and running usually within seconds.

Double-Take implementation

Carlsberg decided to trial the Double-Take solution at the Leeds brewery. Before full implementation, Polestar assembled a model of the proposed high availability infrastructure by establishing an Ethernet connection between a production unit and a target server located elsewhere in the facility. Carlsberg then, using a variety of methods to recreate realistic failure scenarios, caused the production server to fail and monitored whether the failover process worked effectively and if all data would be present.

Graeme Walker recalls the trials, "In every test, the Double-Take solution failed over and failed back seamlessly. After the trials were completed we had no hesitation in giving Polestar the green light to implement the full solution."

Carlsberg have five production servers which are connected to two central server this is then used as the main repository for all server databases, pictures, recipes etc, Double-Take replicates data between the central servers and provides a guaranteed failover window of less than two minutes.

There have also been other significant benefits to the system, as Graeme Walker explains, "Because the Double-Take solutions works so well, maintenance of our servers has been greatly simplified. For example, If we need to investigate problems, install patches and implement server or software upgrades, we manually failover to the target units, leaving us free to work on the production servers without compromising performance. Another benefit of having two identical datasets is that we are able run our tape backup from the target servers. This means that the backup process doesn't interfere with production performance and we are able to run the backups during standard working hours."

Conclusion

With supplies of 'probably the best lager in the world' at stake, Carlsberg couldn't afford to leave their business continuity plans to chance. By implementing the Double-Take solution at their Leeds brewery, Carlsberg now has total confidence that their brewing processes will not be interrupted by IT failures, which in turn delivers assurance of continuity of supply to retailers and the nation's beer drinkers.

Graeme Walker, commented after completion of the project, "For Carlsberg, the main benefit has been guaranteed availability of a critical system, SCADA. We are extremely happy with the Double-Take solution. It has delivered everything we were told to expect and more."

About Double-Take® Software

Headquartered in Southborough, Massachusetts, Double-Take® Software (Nasdaq: DBTK) is a leading provider of affordable software for recoverability, including continuous data replication, application availability and system state protection. Double-Take Software products and services enable customers to protect and recover business-critical data and applications such as Microsoft Exchange, SQL, and SharePoint in both physical and virtual environments. With its unparalleled partner programs, technical support, and professional services, Double-Take Software is the solution of choice for more than ten thousand customers worldwide, from SMEs to the Fortune 500. Information about Double-Take Software's products and services can be found at www.doubletake.com.

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