

CASE STUDY

Kainos Software Limited is an eBusiness and customer relationship management specialist

Background

Access to critical data and applications is a company's most valuable asset. Due to natural disaster or careless error, companies without data and applications cease productivity and infuriate customers - factors that ultimately bring a business to its knees. These are issues that should be addressed before they happen, and many IT Managers place data recovery and business continuance planning in the same category as buying insurance for the company car, you can't afford not to have it.

Kainos Software Limited has had the foresight to put a Disaster Recovery Plan in place before they have had a problem. They decided that it was imperative to improve their recovery time and recovery points in order to better serve their clients in the event of a system failure or site disaster.

Challenge

Kainos is an eBusiness and customer relationship management specialist with a 15 year track record in providing leading edge technology solutions for customers in the Financial Services, Telecommunications, Utilities and Retail sectors. With 150 consultants and software developers, the company has built a reputation for delivering quality solutions that enable their customers to grow their businesses, through better communication with their customers. Kainos have two office buildings in Belfast linked by fibre to form a single head office LAN into which their London office connects via a WAN link. Kainos' approach has been to use Double-Take to replicate critical data between the two Belfast offices. In addition Double-Take is used to replicate data from the London office back to Belfast for archiving to tape. Kainos felt this approach is more flexible and cost-effective than having a dedicated Disaster Recovery site. Currently they are protecting Exchange 2000, File and Print services plus a bespoke file hierarchy application.

The Business Requirements

"Over the last three years Kainos has addressed the problem of replicating data between Windows based systems for the purposes of disaster recovery, and resiliency in a number of different ways. The solutions used included:-

- Veritas Storage Replicator (formerly Seagate Replication Exec)
- Microsoft Clustering
- Scheduled incremental file copies (e.g. Robocopy, Xcopy, Scopy)
- NSI Double-Take

Of the above solutions **only** Double-Take satisfied all of the following criteria:-

- Reliable real time replication
- No file system pre-scan required to identify changed files (after initial mirror)
- Preservation of file level security (i.e. windows ACL's)
- Open file handling
- Effective replication between systems linked by low bandwidth connections
- The ability to replicate between non-identical hardware and different operating systems
- Many-to-one replication capability
- Minimal impact on performance of source and target systems
- Cost effective

The Solution

Consequently, Double-Take is a key part of our corporate resiliency strategy and is also the preferred mechanism for incorporating data replication into many of the solutions we design for our clients." Paul Hamill, Director of Operations, Kainos Software.

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Recovery made easy.

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About Kainos Software Limited

Founded in 1986 the company, which operates out of offices in London, Dublin and Belfast, designs and implements critical eBusiness and customer relationship management solutions for some of the largest companies in Britain and Ireland. Their customers include: Bank of Ireland, AIB, Egg, New Ireland Assurance, TSB, Lombard & Ulster, Flying Brands, Eircom, PropertyNews.com, Viridian Group and First Active.

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 SME's to the Fortune 500. Information about Double-Take Software's products and services can be found at www.doubletake.com.

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