



"We use Double-Take Availability in six data centers around the world to improve our recovery point and recovery time objectives. Double-Take makes it very easy to do that."

— Patrick Mulcahy, Director of Global Cloud Services

Business Profile

Company Name:
Hyland Software, Inc.

Headquarters:
Westlake, Ohio, United States

Industry:
Information Technology

- Business Environment:
- Founded: 1991
 - Enterprise Content Management (ECM) solutions
 - 11,700 lifetime customers
 - Offices in North America, Latin America, Europe and Asia Pacific
 - 15% of revenue reinvested in R&D

Implementation Team:
Hyland Software and Vision Solutions

Critical Issue

Literally hundreds of millions of files reside in the six data centers at the heart of Hyland Software's global cloud. Customers rely on Hyland to ensure that their cloud-based data is always available—without exception and without excuses—no matter what issues might arise at Hyland's data centers.

Results

- Fulfills stringent recovery point objectives (RPO).
- Meets rigorous recover time objectives (RTO).
- Protects hundreds of millions of individual files.
- Easy to install.
- Easy to use and manage.
- Provides a flexible, future-ready solution.

Technologies

Software:

- Double-Take Availability

Hardware:

- File servers

Business Challenge

In addition to other software and services, Hyland Software, a market-leader in ECM solutions, provides a cloud-based platform that incorporates servers storing millions of files. Customers consider much of that data to be mission-critical. Consequently, Hyland needs a way to ensure that those files are always available and thoroughly protected against any data loss.

Yet things can happen. Disks can crash, natural disasters can strike and hardware occasionally needs to be upgraded. Nevertheless, there are no valid excuses for the destruction of data or the loss of access to it for even short periods. Customer data must be available. Always. Period.

In the past, Hyland protected its data with a proprietary high availability (HA) and disaster recovery (DR) solution built with products from a variety of vendors, along with custom-developed software. But the company wanted a solution that was more standardized and scalable, and easier to manage.

In addition, Hyland needed an HA/DR solution that not only provided superior protection for the data in its cloud, but that was also future-ready. To this end, it required a solution that was technology-neutral, allowing Hyland to evolve its cloud hardware and software as appropriate, without having to switch HA/DR solutions.



Solution

To meet its exacting standards for data availability and security, Hyland Software now employs Double-Take Availability to protect the data in its cloud. Double-Take Availability initially copies all data on a primary server to a backup. It then keeps those servers fully synchronized by replicating production data changes in near real-time to the backup server.

Hyland grouped its six data centers into three pairs. Each data center acts as a backup for the other center in the pair. So, for example, if data centers A and B are paired, Double-Take Availability replicates all changes made on file servers in data center A to file servers in data center B. Likewise, changes applied in B are replicated to A.

Because the data centers in each pair are geographically separated, if a disaster were to destroy one data center, its data would be readily available and immediately useable on servers in the other data center. And because Double-Take Availability replicates data in near real-time, virtually no data will ever be lost, no matter how great the damage might be to the primary data center or its hardware.

As an additional line of defense, Hyland also replicates data locally. Thus, there are always three near real-time copies of all data: the production data, a local copy and a remote copy.

Hyland values the flexibility of this solution. Double-Take Availability is hardware-independent and offers software that runs on virtually all versions of Windows Server, Linux and AIX. Consequently, if at some point in the future Hyland decides that it makes sense to adopt a new hardware and operating system platform for its cloud, the company will be able to make that change without having to source and learn a new H A/DR product.

Another benefit of Double-Take Availability is its simplicity from the administrator's perspective. "We use Double-Take Availability in six data centers around the world to improve our recovery point and recovery time objectives", said Patrick Mulcahy, Director of Global Cloud Services. "Double-Take makes it very easy to do that. And the configuration of the solution was very simple, particularly compared to some of the other products we looked at."

Mulcahy also reported that, "The support from Vision Solutions has been great. They have been very responsive and they always have answers to our questions."



15300 Barranca Parkway, Irvine, CA 92618
1-800-957-4511 • 1-801-799-0300
visionsolutions.com