

Recovery as a Service Case study

Netto

The Situation

After reviewing their disaster recovery plan, now Asda owned, Netto Food UK stores decided that they needed to upgrade the protection of their business resources.

In order to protect the company, the new solution required had to protect the critical Windows servers that were currently operating at Netto's UK head office.

The solution also had to provide off-site disaster recovery that enabled swift business continuity protection, with a high level of availability to enhance the service for Netto users.



The Response

“The first step to initiating our proposal was to install Double-take replication software on each of the servers,” said John Murray, Operations Manager for virtualDCS. “This technology enabled real time duplication of all information stored on the server, to ensure that Netto had the highest Recovery Point Objective (RPO) possible.

While installing this software, we also included a monitoring agent on each of the servers, which are observed 24 x 7 by the virtualDCS support team, monitoring metrics such as disk space, CPU utilisation and the amount of RAM available.” The team then replicated the data in real time across to a virtual server.

Once this process was complete, virtualDCS configured and tested the new virtual server for Netto. Focussing on SAN based storage allocation, bandwidth management, replication initiation and snapshot configuration. This ensured that each server was recoverable and working to a high level of availability for the company.

“Throughout the whole process virtualDCS provided us with intelligent support and valuable technical advice. This was of great benefit to my team and the successful implementation of this service has also shown the important role virtualisation will play in the on-going development of our I.T. strategy” said Paul Mullens, I.T.Manager for Netto Food stores.

The Result

“We are happy to say that the installation of the solution was a complete success. So much so, that shortly after the implementation of CloudCover™, Netto experienced a serious hardware error on the company’s existing Lotus Notes email server, which caused it to stop responding to users” commented John Murray.

Without the new solution Netto’s I.T. team would have been faced with the prospect of trying to restore from back-ups whilst simultaneously dealing with the disruption caused by the loss of email. This would have been time intensive and caused significant issues for the running of the business.

As users of the service, Netto’s Lotus Notes server had been continuously protected by virtualDCS’s onsite Local Recovery Appliance. virtualDCS was able to provision a duplicate of the affected Notes server as a virtual machine containing all the up-to-date data that could have been lost.

The recovery took place overnight and was available for Netto users when they logged into their systems in the morning.

“Having the CloudCover™ service made a business critical issue much easier to manage and resolve. The virtual server platform installed and managed by virtualDCS ensured that we were able to act quickly and efficiently to rectify the problem” commented Paul.



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