ABBEY PRESS
Gifts of Faith, Family & Friendship –
your first choice since 1963

"With Double-Take Availability, we are saving thousands over the alternate solutions. We looked at new cards, new storage, RAID, but none of that compares with the system we were able to assemble with Dell and Double-Take Availability. Our total solution is probably less costly than a single RAID."

Steve Wagner, Information Systems and Services Manager, Abbey Press

Business Profile

Company Name:
Abbey Press

Headquarters:
St. Meinrad, Indiana

Industry:
Web-based retail

Business Environment:
• Direct marketer of religious and inspirational gifts.
• An online retail business is a major source of income for the school of theology.
• In 2002, the site averaged 500 concurrent users and 1000 orders a day.
• Daily revenue estimates fell in the $50,000 range.

Vision Solutions Product:
Double-Take® Availability

Implementation:
Vision Solutions

Critical issue

Abbey Press feared that an interruption in the availability of their 24/7 web store would impede revenue generation from e-commerce operations.

Results

• Fast and easy migration to new hardware recovery
• Continual access to data and applications across sites
• Business transactions are replicated in real-time
• Seamless automated failover
• No additional storage requirements
• Minimal demand on existing resources

Technologies

• Double-Take Availability
• Dell Big IP® Powered PowerEdge™ Load Balancing Servers
• Microsoft Windows
• Microsoft Cluster Service

Business Challenge

Abbey Press began almost 140 years ago as a printing service for the Arch abbey, and grew to be the home of several mail-order catalog titles. With the rise of the Internet, Abbey Press added a web site in the fall of 1999 that has had a positive impact on revenues. By 2002, the site averaged 500 concurrent users, which could translate into 1000 orders a day, totaling $50,000 or more in value. Any interruption in service would be a costly problem. Unfortunately, interruptions were not unusual.

Abbey Press had been using Microsoft® Cluster Service (MSCS) as the primary method for failover, relying on central storage and one copy of data that, even with tape backups, presented the problem of a single point of failure. It was possible for a hardware failure in the cluster's shared storage to lead to a system software failure. The Abbey Press web site experienced two instances of up to twenty-four hours of down time, with other shorter interruptions resulting in the loss of web based sales. In an effort to avoid having the site completely inoperable, the IT team configured a second site to enable continued customer browsing. The second site did not have a shopping cart so Abbey Press would not lose data. But the lack of automated Internet purchasing capability curtailed orders.

System failure meant financial loss and the significance of that loss was growing. Abbey Press' Internet business had increased by almost 50% in 2002, reaching 15% of revenue. The risk was increased by the fact that the same servers that host AbbeyPress.com also host other divisions including the Wholesale Trade Division, publications, a new consumer division, and CareNotes.

With several business units depending on the servers and continuing growth on the horizon, high availability took on new importance. "The single point of failure was no longer adequate because we lost too many sales when we were down," said Webmaster Kevin Wilson. "With web site sales growing, we needed a fault tolerant option that would be flexible and scalable."

VISION®
SOLUTIONS

Double-Take® AVAILABILITY™

Solution

As the IT team explored Disaster Recovery and HA, they developed the objective of a "shared nothing" configuration with real time replication. Working with Dell, Abbey Press found that Double-Take Availability from Vision Solutions was just what they needed.

Double-Take Availability gives Abbey Press an affordable HA solution. No added storage was necessary, and their industry-standard hardware and software integrated smoothly with Double-Take Availability. It delivers the full functionality of MSCS as well as the added benefits of Vision Software's market leading Double-Take Availability solution.

Double-Take Availability eliminated the shared storage single point of failure problem and delivered real-time byte level replication for superior data protection. Because Double-Take Availability uses standard TCP/IP connections, Abbey Press has up-to-the-minute backup and seamless automatic failover without taxing bandwidth capacity.

Abbey Press now has two Internet Information Servers (IIS) and two SQL servers backing up to each other using Double-Take Availability. With Double-Take Availability and Dell Big IP® Powered PowerEdge™ Load Balancing Servers, Abbey Press achieved a cost-efficient HA environment that shares nothing.

"We made these changes right before our busiest season, after the holiday catalog drop," said Wilson. "That's the time our web site business escalates considerably, and we had to be ready. Double-Take Availability simplified our migration."

Because of the critical timing of the implementation, Abbey Press wanted to make sure the transition went smoothly so they turned to Vision Solutions. "We didn't lose a minute," said Wilson. "Orders coming in on the old hardware were replicating to the new site even before it even went live. Double-Take Availability turned our typical peak season into an exceptional one, far surpassing our web site sales expectations."

With implementation behind them, Abbey Press continues to benefit from the expertise of Vision's service and support professionals. After a complete knowledge transfer, the IT team has required tech support only for preventive assistance and routine inquiries.

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

High Availability   Disaster Recovery   Systems and Data Management