

AE Technology Group



Testimonial

"What makes Double-Take Availability different is its comprehensiveness. It replicates everything. Other products don't."

- Michael Morrison, Director of Information Technology



Project Background

AE Technology provides a variety of managed IT and cloud hosting services to its growing customer base of small and medium-sized businesses. Some of those customers operate 24 hours a day, 365 days a year. They cannot afford downtime. Consequently, AE Technology needed a solution that could secure continuous data and application availability for itself and its customers.



Business Challenges

AE Technology's business depends on delivering high quality IT services to its customers, some of which run mission-critical applications that must always be available. Yet, no matter how reliable your hardware, software and databases may be, they won't always be available.

Disasters may strike. That risk must be considered and countered, but disasters are exceptionally rare. Hardware occasionally fails, but that too is infrequent. However, regular maintenance, such as hardware and software upgrades, is a common cause of downtime. AE Technology's challenge was to find a way to avoid any downtime—planned and unplanned—for itself and for customers that run essential, around-the-clock data and applications.

As a growing, medium-sized business that serves a range of small to medium-sized organizations, inefficiencies or excessive costs are more glaring than they would be in a large company. Therefore, AE Technology needs an affordable availability solution that is quick and easy to implement and requires little or no day-to-day maintenance.

Company Name:
AE Technology Group

Headquarters:
Rockville Centre, NY, USA

Industry:
IT Services

Business Environment:

- **Founded: 2010**
- **Employees: 25**
- **Serves small and medium-sized businesses**
- **Provides a wide range of IT Services**

Implementation Team:
AE Technology



Solution

When AE Technology went looking for a Windows-based availability solution only one product met all of the requirements of all of its customers, regardless of what hardware they used: Double-Take Availability.

Double-Take Availability continuously replicates data, applications and entire operating systems from a production server to a backup server that can be across the room, across town or on the other side of the world. Since replication occurs in real-time, the two servers are always synchronized.

The backup server monitors the health of the production server and can automatically initiate a failover to minimize downtime due to system outages or disasters. Switchovers can also be initiated manually to accommodate maintenance on the primary system.

According to Michael Morrison, Director of Information Technology at AE Technology, what sets Double-Take Availability apart is the comprehensiveness of the replication processes. Other products don't replicate certain system settings, such as MAC addresses, to the backup system, meaning the additional configuration is required before the backup system can assume the production role. This can result in unnecessary downtime.

In contrast, Double-Take Availability not only replicates data, but also applications and system settings. Thus, the backup system is always a true standby server, ready to assume the production role at any time, with only brief downtime to execute the switchover.

AE Technology has tested failovers a number of times and the tests have always been complete successes.

Double-Take Availability is easy to install, use and administer. AE Technology can implement it on a new server in about 10 minutes. and primarily manages itself. AE Technology does not have to spend time monitoring the solution because Double-Take Availability emails alerts if any issues arise. This is a significant benefit because AE Technology incurs almost no labor costs to manage the solution for its clients and itself.

If you're buying an availability solution you want to be certain that its vendor will be available to quickly answer any questions you may have and resolve any issues that may arise. Morrison reports, "The product is very easy to use and comprehensive, so we haven't needed much support, but whenever I've called Vision Solutions the response has been fantastic.



Results

- Assures around-the-clock availability
- Enables upgrades with minimal downtime
- Can be installed in about 10 minutes
- Easy to use and manage
- Superior customer support



Technologies

Software:

- Double-Take Availability
- Microsoft Windows Server
- Variety of applications

Hardware:

- Dell and other Windows-based servers



For more information: info@visionsolutions.com • visionsolutions.com