

Case Study: Chandler Concrete

Double-Take® Software Customer Profile

Company: Chandler Concrete Company, Inc.

Business: Ready Mixed Concrete, Masonry, and Building Supply Materials

Needs: Rapid Disaster Recovery in a Hyper-V Environment

About Chandler Concrete

Chandler Concrete Company was originally founded as a concrete contracting firm, just after the war in 1946, by R.F Kirkpatrick. With headquarters in North Carolina, Tom Chandler purchased the ready mix business from Kirkpatrick in 1973 and Chandler Concrete Company has become a leader in its market and enjoyed abundant success for more than 60 years. Chandler Concrete has built a strong reputation for superior quality and outstanding customer service focusing on exceeding the customers' expectations the first time and every time.

With a constant effort on customer service, continued growth, and a dispatch system that is available nearly 24 hours a day, 7 days a week, Chandler Concrete felt it was time to improve their disaster recovery (DR) plan as an added insurance policy.

"There are high costs and complexities of a recovery strategy based only on traditional tape including a long restore time and lost data," said Rich Gabrielli, IT Manager at Chandler Concrete. "We knew it was time to enhance our disaster recovery plan to one that would allow for a rapid restore of data and business-critical applications within an hour or less, instead of days."

Thinking Beyond Tape with Replication and Failover

After comprehensive research, Chandler Concrete chose to work with Double-Take® from Double-Take Software as the primary tool for their improved disaster recovery plan. Double-Take combines patented replication and failover technologies to capture and replicate changes, in real time, to a secondary server at any location. When recovery is necessary, Double-Take can recover from that location in minutes which provides the business agility Chandler Concrete requires.

The team at Double-Take Software, including James Senecal, a Sales Engineer, worked through a hands-on testing phase with Chandler Concrete. Knowledge sharing was important to both parties so this was a critical phase to the project. Successful testing was done with Microsoft virtual server technology but once Chandler Concrete was ready to go live with the disaster recovery software, Microsoft had just released Windows Server 2008 with Hyper-V.

"Since Double-Take is hardware and application agnostic, and the testing worked perfectly as advertised, we decided to deploy Double-Take with Hyper-V virtual machines," said Gabrielli. "We figured we should use the best of the best and the latest technology, which includes Double-Take, Microsoft Hyper-V and Dell."

Chandler Concrete deployed the Windows Server® 2008 operating system with Hyper-V virtualization technologies and the Double-Take replication engine on a Dell server. Gabrielli created the Hyper-V virtual machines quickly and worked with Double-Take Software to configure Double-Take.

"It was incredibly easy to create virtual machines with Hyper-V and then we installed Double-Take on the production server and virtual machine to create the source and target servers," said Gabrielli. "In addition, the Dell servers were extremely configurable, with the fastest and highest bandwidth processors. They also allow us a lot of room for growth in the future. It was very straight forward."

Double-Take for Hyper-V Virtual Machines

The primary goal for this project was for Chandler Concrete to keep its concrete dispatch system (COMMANDconcrete from Command Alkon) responsive because this one system manages 35 locations. It is vital for this one application, in particular, to be protected and available at all times. In addition to a rapid restore time, if needed, Chandler Concrete can leverage the built-in failover features in Double-Take to assure maximum uptime and performance of this SQL database. If the production server fails for any reason, then it can fail over and be restarted on the target Hyper-V host and continue processing as normal without having to wait hours, as is required when restoring from a backup. Thus the RTO of the new Chandler Concrete environment is now measured in minutes, or about as fast as the virtual machine can boot.

By deploying Windows Server 2008 with Hyper-V technology, Chandler Concrete has created the business agility it needs by improving its recovery time to an hour or less while enhancing their overall disaster recovery plan, augmented by tape backup. They have significantly improved the efficiency and productivity of its staff and have developed a competitive advantage that will help them with continued growth.

"This is forward-thinking for the concrete industry," said Gabrielli. "We often have pours going all night, sometimes all day for extended periods of time. We know that our customers expect superior service from us. Our investment here is a very cost-effective insurance policy."

Triple Threat: Double-Take Software, Microsoft & Dell

Double-Take builds upon and extends the platform provided by Microsoft Windows 2008 Hyper-V to provide numerous options for protection and recoverability of your virtual machine environment. It provides real-time data and system state protection that reduce the total cost of ownership for high availability, disaster recovery and remote office recoverability projects. Double-Take integrates into your existing server and storage infrastructure to provide these recoverability solutions. This lets your IT staff spend more time solving business problems instead of struggling to overcome technical limitations all at an affordable price point.

Together, Hyper-V, Double-Take and Dell server technology provide a reliable virtualization technology and disaster recovery platform that makes it easier for customers to virtualize their IT infrastructure and recover quickly.

"We are extremely impressed at how much the recovery time has improved with the total solution from Dell, Microsoft and Double-Take Software," said Gabrielli. "With our tape-only approach, we literally went from what could have been a 48 hour+ recovery time with a hardware failure to one hour or less with the newly implemented DR plan. Mission accomplished - and all within budget."

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About Double-Take® Software

Headquartered in Southborough, Massachusetts, Double-Take® Software (Nasdaq: DBTK) is a leading provider of affordable workload optimization products that are simple to use and enable IT managers to easily move, protect, recover and more flexibly run critical IT workloads in physical and virtual environments, regardless of platform or location. With its unparalleled partner programs, technical support, and professional services, Double-Take Software is the solution of choice for more than 19,000 customers worldwide, from SMEs to the Fortune 500. Information about Double-Take Software's products and services can be found at www.doubletake.com.

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