



"We view the Double-Take solution as a good choice for the protection of our servers, facilitating the truly efficient backup, not only for our data, but also its real-time development and guaranteeing the uninterrupted operation of our client systems."

Vladimír Sechter, Commerzbank

Business Profile

Company Name:
Commerzbank

Location:
Germany, Czech Republic

Industry:
Banking

Business Environment:
One of Germany's largest banking institutions. Operates branches throughout Europe

Products:
Double-Take® Availability™
Double-Take® Move™

Implementation Team:
Kancelářské stroje

Critical issue

Commerzbank's internet banking customers have come to expect uninterrupted access to their accounts through online banking systems. Several specific requirements were identified to establish a more resilient web-based banking environment. First and foremost, they needed to protect their client data and minimise server outages. To protect against site failures, they considered the deployment of technology that would copy data in real time to geographically separate locations for backup purposes. Finally, cost constraints forced them to consider effective solutions that could be implemented with minimal investment.

Results

- Greater customer satisfaction through secure and uninterrupted operation
- Fulfilment of legal requirements for data protection (Sarbanes-Oxley Act, Basel II)
- Guaranteed high availability and quality of services provided
- Low investment in hardware; all production systems are protected by a single back-up server
- High protection of data and applications – two live copies of data kept in geographically separate locations
- Simple and transparent implementation, administration and monitoring
- Option of standard data back-up from a single location, with the use of a single licence for back-up software

Technologies

- VMware ESX Server
- VMware vSphere
- IBM System x servers
- Double-Take Availability
- Double-Take Move

Business Challenge

Several factors can render online banking systems inaccessible. Worst-case scenarios include the breakdown of the production servers. The root cause of server failure can relate to hardware, issues in the operating system, data corruption or outages in connectivity to the primary data-centre.

People who conduct business over the internet have come to expect uninterrupted access to sites where they choose to transact business. This is especially true for online banking and account access.

To that end, Commerzbank needed to dramatically reduce the potential for data loss and minimise the likelihood of outages on servers that ran these systems. Since their strategy included making adjustments for complete site failure, they focused on solutions that could replicate data in real time to geographically separate locations. This key initiative needed to be achieved on a limited budget.

Solution

The use of Double-Take Availability and Double-Take Move were the products of choice to ensure the bank's integrity on a 24/7 basis. The project was initiated in collaboration with Kancelářské stroje, the exclusive vendor of Double-Take products in the Czech and Slovak Republics.



Double-Take® AVAILABILITY™

Double-Take® MOVE™

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In view of the objectives, it was decided that backup systems would be located in geographically separate locations, with virtualised backup servers residing on a VMware ESX Server. IBM's high-performance, four-processor System x was chosen as supporting hardware, with VMware vSphere acting as the virtualisation layer.

In order to save time during the installation phase, copies of the existing physical servers were transferred to the virtual environment with the aid of a feature in Double-Take Move that altered the identity of the servers. Following this, Double-Take Availability was installed and commenced via the standard secure VPN connection between the primary and secondary electronic banking data centres.

The Double-Take Disaster Recovery Console centralises the administration of the entire disaster recovery and high availability environment. This offers a simple interface for the management of all processes relating to the backup and protection of data.

Double-Take Availability not only protects all of the data generated by their web-based systems, but in the event of problems on the primary production server, customer banking services can continue on Commerzbank's secondary systems. A great advantage - work continues on live systems and any data is replicated within a matter of seconds and not hours.

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◆ High Availability ◆ Disaster Recovery ◆ Systems and Data Management ◆