



"All our business information is protected and available even if the primary storage is lost for any reason, including hardware failures, natural disasters or anything else."

— Gehan Madhanayake, Head of IT

Business Profile

Company Name:
dmgevents (Middle East and Asia)

Headquarters:
Dubai

Industry:
Event Management

Business Environment:

- Employees: 150 (Middle East)
- Operating in Middle East since 1995
- Annually manages 80 events in 25 countries (global)

Implementation Team:
Vision Solutions and dmgevents

Critical Issue

When dmgevents manages a major exhibition, conference or online event it needs ready access to all related documents, including contracts, graphics files, spreadsheets, notes, and more. Events impose tight, unmovable deadlines. If a disk crashes or a disaster strikes, the company can't afford to take a couple of days to retrieve documents from a backup tape. Ensuring ready access to all of its online documents is, therefore, of paramount importance to dmgevents.

Results

- Real-time protection of all data
- Simple installation
- Easy to use and maintain
- Provides peace of mind

Technologies

Software:

- Double-Take Availability
- Windows Server 2008

Hardware:

- 4 x HP DL380 servers (2 production, 2 backup)
- 2 x HP P2000-based SANs (production & backup)

Business Challenge

A lot goes on before and during a major exhibition or conference. And things happen quickly. The event management staff has to print graphics, arrange shipments, stage venues, coordinate staff, and so on. They must be able to quickly reference contracts, spreadsheets, graphics files, meeting notes and other documents to make all of that happen.

And deadlines are immovable. Events are planned well in advance because of the required preparation and promotion and because venues are often not available on short notice. Therefore, events must happen on schedule, without fail.

Disasters, disk crashes and other incidents respect neither calendars nor the importance of data. If a disaster strikes dmgevents's data center while it is planning or managing an event, the company can't wait days to retrieve an offsite backup tape and then restore data from it. dmgevents needs to recover its files quickly.

What's more, it must recover all of its data. Additions and updates applied after the last backup tape was created could be lost forever if tape-based backups were the only means of recovery.

dmgevents's challenge was to find a disaster recovery (DR) solution that would let it retrieve 100 percent of its data, without skipping a beat.



Solution

dmg events no longer worries about losing data. The threat of disk crashes and disasters is no less now than it had been in the past. And the company's data is still as valuable as it always was. The difference is that dmG now protects its data with Double-Take Availability. Double-Take Availability replicates data in real-time from production servers to backup servers. In dmG's case, the backup servers are about six miles away.

Double-Take Availability also enables rapid switchovers to the backup whenever necessary. Consequently, dmG is confident that, should anything happen to its primary data source, all of its files will be available quickly on the backup. Even if a disaster should strike, operations will be able to continue virtually uninterrupted.

This delivers two significant advantages over traditional tape-based backup strategies. The most obvious is speed. Recovering data from offsite tapes can take several hours or even a few days, particularly if you have to restore a full data center after a disaster. In contrast, dmG events can now regain access to its data and applications within minutes.

The other primary advantage is that Double-Take Availability protects all of dmG's data. Tape-based backup jobs typically run only once a day, usually at night. If a disk is destroyed in the evening, none of the data added or changed during that day will be on any backup tape. And the problem is worse than that. Tapes are unreliable. Thus, the most recent readable backup tape may be two or more days old. Double-Take Availability eliminates this risk. Because it replicates data in real-time, all of dmG's data is always backed up on disk and ready to use.

dmG has tested the solution in a controlled environment. It was able to switch to the DR site in about 15 minutes. dmG performed the switchover manually because of an issue with its connection to the DR site. Had the company been able to take advantage of Double-Take Availability's automated failover functionality, the process would have been even faster.

According to Gehan Madhanayake, head of IT at dmG, "Installation was easy. Vision Solutions sent in a consultant to help us. Cenil Roy, dmG's senior support analyst, and everything went very smoothly. Working with them was very easy and the installation was very well planned. We were up and running within a week."

For dmG events, the primary benefit of Double-Take Availability is peace of mind. "The main thing is that our business information is fully protected and readily available even if our primary site is lost," said Madhanayake.



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