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"I would recommend this solution to my IT peers in other companies. Double-Take® Availability offers the maximum amount of systems uptime, even with a disaster scenario in the equation. Purchasing Double-Take Availability has been one of the best investments we have made in our IT Infrastructure considering the value it adds to protect our infrastructure. I wish more organizations would make similar investments."

Sanil Mooken, Information Technology Manager, Encompass Lighting Group

Business Profile

Company Name:
Encompass Lighting Group

Headquarters:
Skokie, Illinois

Industry:
Lighting Manufacturer

Business Environment:
• Designs and manufacturers some of the lighting industry's top brands.
• Needs to maintain 24/7 access to their ERP system and others.
• Offers distributorship services through network of independent representatives and showrooms worldwide.
• Owned by Generation Brands

Vision Solutions Product:
Double-Take® Availability

Critical issue

Their traditional tape backup approach facilitated a best-case Recovery Time Objective (RTO) of four to eight hours for core ERP applications. In addition to waiting for off-site tapes to arrive to begin the restore, these RTO and Recovery Point Objective (RPO) benchmarks were not acceptable.

Results

• Reduced their RPO and RTO from several hours to a few seconds or minutes.
• Implemented a solution that integrates seamlessly with JD Edwards EnterpriseOne and other core business applications.
• Virtually eliminated the possibility of loosing daily order data.
• Failover to their backup ERP environment can be accomplished with a few clicks.

Technologies

• Double-Take Availability
• Microsoft Windows
• Oracle's JD Edwards EnterpriseOne ERP
• dcLINK bar code data collection system

Business Challenge

Encompass Lighting Group develops some of North America's premier lighting brands. They strive to maintain the utmost precision design and engineering, outstanding quality and consistent, superior service.

In order to keep their manufacturing business thriving, Encompass Lighting must keep their data centers available for power users at all times. Their core business applications include JD Edwards EnterpriseOne from Oracle, a fax automation solution for the orders receipt system, and a bar coding data collection system called dcLINK. Any downtime to these applications would affect all segments of their business, and Encompass is not willing to risk the disastrous business consequences associated with natural or human-made disasters.

Encompass Lighting used a traditional tape backup approach as a disaster recovery solution. Using this tape backup method, they estimated their Recovery Time Objective (RTO) at about four to eight hours if everything went according to plan. In addition to waiting for off-site tapes to arrive to begin the restore, the RTO and Recovery Point Objective (RPO) were not acceptable. Manufacturing could not withstand an eight hour delay and everyone using the critical business systems could not withstand losing a day's worth of data – the best case RPO scenario with tape. And the icing on the cake: there was no guarantee that the restore would actually work seamlessly. In fact, years earlier, Encompass had experienced an outage of two business days – something no one in the company wanted to experience again.

Furthermore, Encompass Lighting had an increasing demand for real time, full server availability – including availability of the data, applications and the operating system. If a disaster were to occur, they had no real time, reliable solution to depend on to protect and quickly recover their critical workloads.

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Solution

Encompass Lighting required a solution that enabled a quick and easy full server recovery, as well as a solution that restored workloads to the point-in-time just seconds. They also demanded that the solution be as efficient and automated as possible so that their infrastructure team could failover workloads with one click and see results in seconds or minutes.

Encompass narrowed their search to three software products and compared each product based on overall functionality, performance, hardware requirement, footprint, overhead and total cost of ownership. They also felt strongly that the solution they would ultimately choose could protect a broad range of applications, and most importantly that the solution had received Oracle's stamp of approval, coined "integration validation", on J.D. Edwards EnterpriseOne. Double-Take Availability was the only product to meet their stringent requirements.

Sanil Mooken, Information Technology Manager at Encompass explains, "Vision Solutions' Oracle JD Edwards EnterpriseOne Integration Validation provides us with the peace of mind in knowing that Double-Take Availability seamlessly integrates with Oracle's J.D. Edwards EnterpriseOne, and that Double-Take Availability will be able to provide us with full server failover capabilities to meet our needs. We believe in this proven methodology and the efficiency enhancement it brings to our organization's infrastructure."

One of the unique characteristics of the Vision Solutions product is its long list of industry certifications. The Oracle Integration Validation for EnterpriseOne provides customers and potential customers with the confidence that Oracle has tested and validated Double-Take Availability to protect business-critical JD Edwards EnterpriseOne workloads. This validation provides customers with full confidence in the joint solution's overall performance and value.

Simply put, Encompass Lighting selected Double-Take Availability over the other solutions because the software's full-server failover functionality worked seamlessly, the product offers unmatched RPO and RTO value, and it was painless to implement with their existing infrastructure. The installation process was very simple, and administering the solution is straightforward, with the built in tools and alerting mechanisms.

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While the first phase of this project focused on protecting and keeping highly available the workloads most critical to the organization, Encompass is already planning phase two of the project which will include standardizing the Double-Take Availability solution across all production workloads.

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

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