McThai Company Limited

VISION ®
SOLUTIONS

"Double Take minimizes the loss of important data and enables the IT system to operate continuously. Now, if the main data center crashes, the business can still run as normal.

- Phanom Wattanakulwiwat,
Infrastructure Consultant - Hardware, Network and Service Desk McThai Co., Ltd.

Business Background

McThai Company Limited is a leading food service retailer that operates over 200 McDonald's fast-food restaurants in Thailand. More than 200 employees at the Bangkok HQ rely heavily on information technology in order to coordinate a wide range of nationwide operations, including services such as home delivery and 24-hour drive-thru restaurants.

Information technology is a key part of the business and provides instantaneous access to data. Accurate information is vital, as varied functions such as ordering raw materials, sales reporting, and corporate announcements are all managed through the company's IT system.

Business Challenge

During the Thai political crisis in 2010, McThai's Bangkok HQ was shut down and no one could access the building. This affected business and communications throughout the company, as email systems failed and company leaders were unable to gather data on sales performance or accept and process store orders. Due to the lockdown, IT personnel were unable to access and recover the damaged systems or data, and key business information could not be retrieved and analyzed. Due to the crisis, McThai IT decided to implement business continuity and resiliency services (BCRS) for its IT operations and systems to better handle such crisis situations in the future.

First and foremost, McThai was looking to implement a disaster recovery solution that would prevent against data loss and ensure business continuity in its branches around the country. Flexibility was a key requirement, as the IT department is responsible for a number of different platforms. The company also needed to protect against all forms of downtime; continuous, real-time backup was also required so that data being stored was as complete and up to date as possible. In addition, because access to backup data took up to one week, faster access was required.

As a result of the crisis, McThai began considering different solutions that focused on storage applications and disaster recovery solutions in an attempt to solve the issues that had been plaguing their information technology systems.

Company Name:
McThai Company Limited

Headquarters:
Big C Rajadamri Building, Pathumwan, Bangkok, Thailand

Industry:
Retail Food Service

Business Environment:
- Operates McDonald's in Thailand since 1985
- A quick-service restaurant (QRS) business
- Employees: > 200 at company headquarters
- Almost 200 branches nationwide

Implementation Team:
McThai Co., Ltd; True Corporation PLC.; and Vision Solutions, Inc.

Solution

McThai chose Vision Solutions' Double-Take® Availability™ and Double-Take® RecoverNow™ systems, as these offerings were able to meet the requirements of protecting data and minimizing downtime during crises.

Importantly, McThai didn't need to invest in new hardware, as Double-Take solutions worked with existing IT set-ups. This resulted in considerable savings for the company.

Implementing these solutions means that McThai is able to protect and maintain the connection between branches and headquarters as usual, whatever the scenario, while it has also helped the IT department deliver workload migrations quickly and with minimum disruption to the business.

Additionally, the solution includes disaster recovery and data sharing applications and can provide real-time data backup so that McThai has better access to critical business information.

According to Phanom Wattanakulwiwat, Infrastructure Consultant – Hardware, Network, and Service Desk, McThai Co., Ltd. (McDonald's Thailand), "Double-Take is an effective solution that can support McThai's Disaster Recovery plan. It minimizes the loss of important data and enables the IT system to operate continuously. Now, if the main data center crashes, the business can still run normally."

The Vision Solutions team worked closely with the McThai IT department for one month to set up and test the solutions during and after installation. While the new system has brought a host of benefits to the IT department, front-office staff have been unaffected and continue to work normally, as installation caused minimal disruption.

Results

- The implementation of Double-Take® Availability™ and Double-Take® RecoverNow™ means that the business can operate normally even in the event of planned or unplanned server downtime at HQ.

- McThai is able to reduce losses by minimizing downtime and increasing the completeness of data.

- Double-Take® Availability™ and Double-Take® RecoverNow™ provide enterprise-class business continuity solution and automatically back up data when a crisis occurs. Additionally, the backup process takes 15 minutes for the most important data and 1 to 2 hours for secondary data, improving access time to business information.

- McThai saved costs as there was no need to invest in new hardware, and operations proceeded normally as there was no effect on front-office staff.

Technologies

Product: Double-Take® Availability, Double-Take® RecoverNow

Platform: MS Windows and Linux

Database: Oracle Database MS SQL and MS SharePoint

Server Types/Model Numbers:
Virtual Server (VMWare)
Physical Server (Linux and MS Windows)