"Double-Take Availability was the obvious choice for us, as the product provides real-time replication of data across the LAN and WAN environment. Double-Take is an efficient solution and it can work over networks where bandwidth is limited. We were also very impressed by the local support team that was on hand to help us when required. In total, it represents a particularly reliable and cost-effective solution for us to meet our business continuity requirements."

Wael-Al-Baz, IT/IS Manager, Nestlé Waters

Business Profile

Company Name:
Nestlé Water

Headquarters:
Riyadh, Saudi Arabia

Industry:
Beverage Marketing

Founded:
1989

Employees:
1,300

Business Environment:
- Three manufacturing facilities in Saudi Arabia spread out over 600 miles
- 360 users accessing a centrally located ERP system
- Requirements for uninterrupted access to mission critical applications and data

Vision Solutions Product:
Double-Take Availability for Windows

Implementation Team:
Nestlé Waters
Trust Information Technology
Vision Solutions

Critical issue

Uninterrupted access to business-critical ERP applications across a broad geographical area with marginal infrastructure support.

Results

- Data is replicated to target servers at the byte-level and is done in real-time.
- The probability of losing data has dropped to near zero.
- In the event of a failure, a stable operating environment can be restored in minutes.

Technologies

- Double-Take Availability for Windows
- Microsoft SQL Server
- Microsoft Exchange Server
- Ostazi ERP

Business Challenge

The Nestlé Waters factory in Saudi Arabia supplies bottled water to retailers, offices and homes across the country, including famous brands such as Al Manhal, Springs and Nestlé Pure Life.

With business continuity a critical requirement for the company, the availability and protection of data from Nestlé Waters' various sites had to be extremely reliable. The company also had another major challenge surrounding the availability of bandwidth between its branch offices. Nestlé Waters has three sites spread over an area of 600 miles. In total, approximately 360 users across the company are connected to its Ostazi ERP solution on a daily basis for purchasing, finance and production tasks.

Given the high-profile nature of Nestlé it is understandable that it required a solid, effective and reliable server replication and failover solution. After enduring several prolonged intervals of downtime, managers at the company decided to acquire a modern, high-performance and cost effective replication solution that suited their technical needs, and one that had solid support in the Middle East.

Solution

Working with its IT services and technology partner Trust Information Technology, Nestlé Waters chose Double-Take Availability. Nestlé Water purchased a total of six licenses from Trust, an organization that markets and supports Vision Solutions products in the Middle East. The primary reason for choosing Double-Take Availability was that its backup and server replication capabilities reduced downtime and data loss to near zero.

Double-Take Availability is installed across three sites to protect the Microsoft SQL Servers that sit behind the ERP solution across the LAN and WAN environments, providing high availability for the local server and disaster recovery in the unlikely event of a site failure.

The installation process was immediate and straightforward. Seamless integration of Double-Take Availability into the company's existing SQL Server-based IT infrastructure meant no additional resources were needed to accomplish their HA and DR objectives. According to technical managers at the company, the post-sales support services offered by Vision Solutions' partner Trust were impeccable and especially reassuring.

Over time, Double-Take Availability has proven itself to be easy to use and completely within the capabilities of the company's network administrator.

According to Wael-Al-Baz, the IT/IS manager at Nestlé Waters, "Double-Take Availability was the obvious choice for us, as the product provides real-time replication of data across the LAN and WAN environment. Double-Take is an efficient solution and it can work over networks where bandwidth is limited. We were also very impressed by the local support team that was on hand to help us when required. In total, it represents a particularly reliable and cost-effective solution for us to meet our business continuity requirements."

Double-Take Availability delivers numerous benefits and has enabled Nestlé Water to overcome various backup and server replication issues. Proven technology, the availability of local support and competitive pricing enables the company to replicate several SQL servers in an efficient and effective manner.

"Our network is currently growing and we are planning to install Microsoft Exchange Server in the near future to support our staff in their communication and collaboration. We will undoubtedly implement additional Double-Take solutions in order to further enhance our infrastructure and at the same time, guarantee its efficiency. We also intend to protect other branches and other factories in the lower Gulf region mainly in Bahrain, Dubai and Qatar," Wael-Al-Baz added. "Double-Take Availability provides reassurance that in a worst-case scenario, we can now rapidly failover and recover."

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