



*"As a manufacturer, we cannot afford for our production lines to stop working as this affects our ability to meet demand from our customers. The approach we have taken with Double-Take ensures that our critical ERP system is protected. Whatever happens in the future, we are confident that we can meet the strict service levels that our business demands."*

Kiran S Arya, CIO-SwitzGroup (Middle East)

## Business Profile

Company Name:  
Switz Group

Headquarters:  
Oman

Industry:  
Manufacturing

Business:  
The Switz Group has operations spread throughout the Middle East, India, Sri Lanka and the Philippines. The companies operating within the group are market leaders in bakery products in the Middle East, having production centers in Saudi Arabia, UAE, and Oman as well as a trading operation in bakery ingredients that is headquartered in Dubai.

Business Environment:

- Manufactures baked goods for the consumer market
- Production lines are running around the clock to support market demand
- Downtime could not be allowed to adversely impact on business performance

Vision Solutions Product:  
Double-Take Availability for Windows and Linux

Implementation Team:  
Baabood, LLC

## Critical issue

As a manufacturer of bread and other baked goods, Switz Group required a business continuity solution for its JD Edwards ERP solution that is responsible for running its production lines and ensuring it can meet its recovery time objectives. The company chose Double-Take Availability for its Windows and Linux servers to benefit from real-time replication of its data and applications and protect its ERP system against any risk of downtime.

## Results

- Implemented business continuity and backup solution for JD Edwards ERP system
- Provided protection for applications based on both Microsoft Windows and Red Hat Linux
- Ensures IT team can meet RTO requirements for availability of the business' production lines

## Technologies

- Double-Take Availability for Windows and Linux systems
- Microsoft Windows Server 2008
- Red Hat Enterprise Linux 5
- JD Edwards EnterpriseOne
- Oracle 10g database

## Business Challenge

One of the biggest manufacturers of bakery goods in the Middle East, Switz Group relies on its production lines to meet the demand for its bakery products that will produce for markets across the Middle East and Far East every year. With such large volumes of products to be manufactured and packed, the IT systems that run the site have to be available whenever production runs are required.

Kiran S Arya, CIO for Switz Group along with his Switz-IT Team, is responsible for the IT Systems of SwitzGroup companies in Middle East, including ensuring that the production lines are kept running to meet business demand. As part of his role, Mr.Kiran, was involved and was tasked with the critical project of evaluating the business continuity needs for Switz Group. The principal application in use is the company's enterprise resource planning (ERP) system, which is responsible for supporting the manufacturing production lines.

Switz Group's ERP application is based on JD Edwards EnterpriseOne, which runs on top of Microsoft Windows Server. Two HP DL380 servers host the JD Edwards primary production systems, while two further servers act as the secondary machines. The database server for the ERP implementation is running Oracle 10G, based on Red Hat Enterprise Linux version 5. The physical servers supporting this application are HP DL380 machines as well.

In order to protect this system, data produced by the application would have to be protected in real time so that the impact on the business would be minimised as much as possible. Secondly, the fact that multiple operating systems were in place meant that any solution chosen had to support both systems. In evaluating solutions on the market, Mr.Kiran's experience along with his Switz-IT team support in business continuity projects proved extremely valuable, as did the work that he conducted with IT service provider and partner Baabood LLC. Ultimately, Double-Take Availability was chosen to protect the ERP application and its associated database.



We chose Double-Take Availability as it is a proven solution for protecting applications that are critical to business performance. "I have worked with Double-Take for previous companies as part of their overall approach to business continuity. My experience with Double-Take has always been extremely positive, and I know that it can deliver the protection and fail-over capabilities that are required for our business environment" commented Mr. Saiyed Rahman, a member of Switz-IT Team. Part of the choice was also the fact that Double-Take supports both Microsoft Windows and Red Hat Linux, as the ERP system runs across both operating systems.

### **Solution**

Following the decision to use Double-Take Availability, the software has been installed on the six servers that make up the ERP system; these are split into three primary and three secondary servers. Double-Take Availability replicates data in real-time from the primary machines across to the secondary servers, ensuring that data is as up-to-date as possible. Because only the changes to any files or machine state are replicated, this means that the overheads in terms of bandwidth are minimised.

The implementation of Double-Take Availability at Switz Group provides protection for both critical data, and for the whole ERP system that is running. In the event of a server failure, activity can be switched over to the secondary server and work carry on as normal. Using the Double-Take Full-Server Failover option, production lines can be up and running again within fifteen minutes.

If the company is affected by a more serious incident that affects production, then the Double-Take Availability solution can switch activity over for backup and recovery purposes. In the event of the backup server needing to take over, this can be achieved within a recovery time objective of two hours. In the unlikely event of a full site failure, the Double-Take solution can help Switz Group to have its operations back up and operational in six to eight hours.

As part of our implementation of a business continuity policy, we have different service level agreements in place to cope with any eventuality. This means that we have different levels of downtime that are acceptable to the organisation. With Double-Take, we can be sure that our systems are both protected, and that we can recover our systems well within our agreed timescales, commented Switz-IT Team.

### **Conclusion**

Using Double-Take Availability, Switz Group has a reliable and robust solution in place to protect its critical ERP system and can meet the SLAs that have been put in place across the business around availability. This includes protection for both Windows and Linux servers, which together are responsible for running the company's manufacturing and production systems. Without this solution in place Switz Group would risk downtime and lost revenue.

"We have already engaged in full-scale testing of our business continuity strategy including fail-over of our ERP system servers, and everything went as smoothly as we planned. Overall, it is comforting to know that our critical application will always be there, thanks to Double-Take."



## About Vision Solutions

Vision Solutions, Inc. is the world's leading provider of information availability software and services for Windows, Linux, IBM Power Systems and Cloud Computing markets. Vision's trusted Double-Take®, MIMIX® and iTERA™ high availability and disaster recovery brands support business continuity, satisfy compliance requirements and increase productivity. Affordable and easy-to-use, Vision products are backed by certified worldwide 24X7 customer support centers and a global partner network that includes IBM (NYSE:IBM), HP (NYSE:HPQ), Microsoft (NASDAQ:MSFT), VMware (NYSE:VMW) and Dell (NASDAQ:DELL).

## About Baabood LLC

Baabood LLC ([www.baabood.com](http://www.baabood.com)) began its operations in 1978 in Salalah as an electrical goods trading company. Today, they are a multidivisional, multi-location company with added businesses in IT Systems Integration and Electro-Mechanical projects. In IT System Integration, they specialize in Disaster Recovery & High Availability, Storage, Networking and Data Centre Power solutions. They have forged direct partnerships with vendors of international repute for their portfolio.



15300 Barranca Parkway, Irvine, CA 92618  
1-800-957-4511 ▪ 1-801-799-0300 ▪ [visionsolutions.com](http://visionsolutions.com)



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

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