Trustlink (Pty) Ltd

Carbonite DoubleTake
Availability case study

CARBONITE

"You don't have to worry about keeping file system permissions, configurations and all of the applications in sync on the backup server. DoubleTake manages all of that."

Andre Niemand, Manager: Solution Services

Critical issue

Every day, enormous sums of money fly around the globe at the speed of light. The majority of these international financial transactions travel as messages through the member-owned Society for Worldwide Interbank Financial Telecommunication (SWIFT). If SWIFT's processing becomes unavailable, many global financial transactions would be at a standstill. Thus, as a SWIFT service bureau, Trustlink cannot afford its systems to go down, whether for planned maintenance or unplanned events.

Business challenges

SWIFT service bureaus can't risk failure of their systems. If SWIFT data or applications were unavailable, money would stop flowing. The cost to Trustlink and its customers would be incalculable.

Nevertheless, systems do go down. It's inevitable. Hardware and software may be reliable, but they're not infallible. The way to keep business running despite these unavoidable outages is to maintain a ready-to-run replica server that can assume responsibility for operations when necessary.

However, copying data without duplicating all of the system settings and environment states would not be sufficient. In that case, it would take considerable time to fix incorrect user profiles, configure the backup server, and restore any necessary infrastructure software. Trustlink was aware of a few products that could copy data but it needed a solution that would maintain a real-time replica of all of its data and ensure that the backup server was always in a ready-to-run state.

TRUSTLINK

Company name
Trustlink (Pty) Ltd

Headquarters
Pretoria, South Africa

Industry
SWIFT service bureau

Business environment
- Established: 1999; independent company since 2006
- Employees: 45
- Provides SWIFT wire transfer transaction services
- More than 80 customers in 16 countries in Africa

Implementation team
Trustlink and Carbonite DoubleTake™

CARBONITE

Solution

When Trustlink went looking for an availability solution there was already a product that was recognized by the SWIFT community: Carbonite DoubleTake Availability™. Availability replicates a complete production server—including data, applications, and configurations—to a backup server. It then keeps the two servers synchronized in real time so the backup is always ready to assume the production role.

Beyond data, Availability also replicates Trustlink's file permissions and multiple MQSeries queue managers.

Trustlink is certain that Availability successfully protects the availability of its critical SWIFT server because it tested the solution. In fact, it has to. The SWIFT Alliance mandates all SWIFT service bureaus have a backup environment and that they test a failover to that environment at least annually.

During its test, Trustlink completed a failover to the backup environment in 13 minutes and 33 seconds. The failover was so successful that the company decided to stay on the backup system longer than planned.

In addition to minimizing downtime, Availability also protects all user and system data, right up to a point of failure. That wouldn't have been the case with other solutions. They would have incurred at least some replication latency. In an environment such as Trustlink's, protecting all data is imperative because the loss of any transaction data is unacceptable.

Ease of use is another important benefit. Availability allows failovers to happen quickly, easily, and accurately.

Dave Elliott, executive director: solutions, Andre Niemand, manager: solutions services, and Jan Engelbrecht, systems engineer, concurred when asked what was the biggest benefit they receive from Availability: peace of mind. Availability gives them confidence that their SWIFT data and applications will always be available, no matter what.

Trustlink plans to roll Availability out to servers in other areas of the company's business. What's more, it is so confident in the solution that it has signed up as a partner and now resells Availability.

Contact us to learn more

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Results

- Provides the ability to recover right up to a point of failure
- Replicates the entire server, not just data
- Dramatically reduces potential downtime
- Runs virtually unattended
- Provides peace of mind

Technologies

Software:
- Carbonite DoubleTake Availability
- Windows Server 2008 R2

Hardware:
- Dell servers