



Solution at a Glance

Architect and implement a highly available, robust, scalable enterprise database environment with site-level fail-over capability to their disaster recovery facility.

Technology Deployed

- VERITAS Database Edition for Oracle
- VERITAS Cluster Server
- SUN Server and Storage



Data Storage and Business Continuity

Security

Horizon, Managed IT Services

IP Communications

Network Infrastructures

Business Systems Management

Help Desk "On-Demand"

Business Solutions (ACTION, Microsoft Business Solutions, Oracle)

Technical Service and Support

IT Outsourcing

Training

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Company

A Canadian private organization specializing in real-time, point-to-point (P2P) email payment solutions, allows online banking consumers to send and receive payment to anyone with an email address.

The company partnered with five of Canada's major banks to offer Interac Email Money Transfer services – therefore creating the first, interbank-based, email payment network of its kind and magnitude in the world.

Challenge

An improved Recovery Time Objective (RTO) and Recovery Point Objective (RPO) was desired in order to meet new Service Level Agreement (SLA) requirements for their clients. An improved service level would translate into additional revenue and less costs, while improving the service and enabling the addition of new clients. Any service disruption had an immediate impact in dollars through lost business and financial penalties.

Solution

To ensure service disruption did not occur, ESI implemented a solution in parallel to their existing production and disaster recovery solution. The new servers and storage were set-up in a clustered configuration at multiple sites, using solutions from Symantec and included the Storage Foundation for Oracle with Veritas Cluster Server. The distance between the clusters at their production and disaster recovery facility required that replication be used, so Veritas Volume Replicator was configured in Soft-Synchronous mode, which provides synchronous replication with the ability to switch to asynchronous should the communication link fail. As a result, the ideal recovery point objective is achieved, but application availability is not threatened by network outages. To manage the migration of an application seamlessly from site-to-site, the Global Cluster Option for VCS was also included.

This improved the capability to restart an application at the disaster recovery site should the production facility or both cluster nodes fail. It also gave the customer the ability to perform maintenance with minimal application disruption.

The VCS Simulator was used to help plan and test the configuration prior to production deployment, while VCS FireDrill allowed it to be tested without impacting production. Knowledge transfer and operational best practices were delivered throughout this engagement and in the final solution, documentation, to ensure the manageability post solution hand-off.

Result

Client was able to improve uptime and recovery time for site level failures, while ensuring zero or near zero data loss on recovery.

ESI consultants were integral to the design and operational changes of the production system. Upon successful deployment of the solution, ESI gained **Trusted Advisor Status**.

About ESI Technologies

ESI Technologies is a leading mission critical infrastructure integrator and software solutions developer in Canada. ESI specializes in the development, integration and support of quality solutions that ensure the availability, security, management and performance of critical data, applications and networks. As well, ESI develops software solutions tailored to our client's specific business needs and offers integrated business management solutions such as Action, Microsoft Business Solutions and Oracle. ESI Technologies is headquartered in Montreal, with offices in Toronto and Quebec City.