CASE STUDY

Amex Corporation

Amex Corporation is a private, family-owned, residential development company that operates in three states across Australia. Amex Corporation has been operating for over 20 years, engaging with communities, local councils and state governments to create outstanding residential communities across the country.

"We recently attended an offsite disaster recovery test and are reassured that the service is working and we will be able to continue in business with minimal disruption in the event that we suffer a site disaster".

Bruce Wooldridge – Chief Financial Officer

Focus Networks is an established Perth based IT service provider who support mid-sized organisations that want their computer environment professionally managed.

Our clients need reliable IT systems with predictable costs. We support our clients by providing 24x7x365 days of coverage using fully trained staff.

Focus Networks has earned partnerships and memberships with many business partners and vendors.

Some of these include:

- HP Enterprise Business Partner
- Microsoft Silver Partner
- SonicWALL Partner
- VMware Professional Partner
- Kaspersky Registered Partner
- Eaton Power Advantage Partner
- Digium Select Partner
- CUAICT2015 Panel Member
- Ruckus Big Dog Authorised Partner
- Lifesize Authorised Partner
- NBN Business Adviser

Challenge

Property development projects can take years to complete and generate substantial amounts of documentation, records and correspondence. Availability of these files is critical to the business.

Amex was using computer backup tapes which needed replacing. The tape capacity was not sufficient to cater for a growing business and the technology was no longer supported by their modern, VMware virtualised server environment. Tapes also require manual handling and there was a concern that if a daily tape backup was unsuccessful then several days of critical files could be lost.

Amex reviewed the alternatives and concluded that they needed a solution that offered protection against Malware as well as the ability to easily recover individual emails or files. Also it was important that the solution was able to automate the process of moving data offsite and did not rely on physical movement of tapes. Key requirements were a minimal loss of data (Recovery Point Objective) and a short time to be up and running (Recovery Time Objective).

Solution

Amex implemented the Focus Networks Managed Recovery Service (MRS). This service includes an onsite backup server which takes 16 hourly snapshots (whole server image backups) a day. These are encrypted and sent offsite hourly to a secure location. In the event of data loss the data can be quickly recovered from the onsite backup server or the offsite backup server if the onsite backup server is unavailable. In the event of a site disaster the whole environment is recreated on a loan server which is then delivered to the nominated location. When replacement hardware is available the whole environment is restored quickly onto the new hardware.

Since implementation of MRS at Amex there is no requirement for tapes to be mounted, removed, collected and returned. Now an onsite server automates the snapshots and a 4Mbps fibre link transfers the data offsite. The system is fully monitored and managed by Focus Networks. Additionally the ability to recover systems, files or even individual emails has proven to be very useful.

Results

Before implementing MRS, the IT DR Plan showed that it would take 3 weeks to restore IT services to the business in the event of a site disaster. After implementation of MRS, a recovery test showed that we could completely recover all their servers in only 4 hours.