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SOLUTIONS

U.S. Based Utility Provider Trust's RackWare Hybrid Recovery

AT A GLANCE

Company: Waste and Wastewater Utility

Industry: Utilities

Employees: 6000+

Locations: Midwest- Serving over 3M customers.

Client Goals: Implement a comprehensive, single vendor disaster recovery solution to protect all their workloads.

THE SITUATION

Utility companies are under a constant threat of malicious actors. A successful attack could negatively impact millions of customers potentially creating life-threatening scenarios. Implementing redundant systems are especially challenging for utility providers as many of the control systems are custom applications and sensitive to third-party agents used in traditional data protection approaches. Their on-premise Disaster Recovery strategy was expensive to deploy and maintain, complicated to manage, and the risk of not being able to failover still existed. A Private Cloud for Disaster Recovery was proposed.

THE CHALLENGE

- Over 700 servers

- Non-disruptive implementation

- A variety of workloads from custom applications to SAP HANA

- Cost conscious

- Federal compliance and regulations

- VMWare infrastructure but with numerous physical servers

- Near zero RPO/RTO

- Single solution across all platforms and locations

THE SOLUTION

Leveraging RackWare's Assess feature, an initial assessment of the production environment was performed. RackWare's Professional Services team created a custom implementation plan that would provision resources according to the various workloads and performance goals. These profiles were uploaded into RackWare's CloudProtect application.

A synchronization of the on-premise (source) and cloud (target) environments were performed including failover testing. To further reduce monthly cloud costs, the project was broken into two different categories: Business Critical Applications and Support Applications.   Business Critical Applications are prioritized and the appropriate resources are assigned. This approach increases monthly costs, but reduces Recovery Time. The non-critical Support Applications were staged in the Cloud but no compute or memory resources were allocated.

This greatly reduces monthly costs but increases Recovery Time. By classifying applications according to need, RackWare was able to optimize both cost and performance with zero negative impact.

THE RESULT

- RackWare's CloudProtect can be configured to accommodate any number of servers.

- Agentless approach does not interfere with custom applications.

- The Any to Any approach accommodates virtual, physical and cloud platforms.

- CloudProtect leverages existing client infrastructure without introducing no new outside variables.

- Purpose built to accommodate all hybrid infrastructure needs.

- Designed to run in parallel with existing technology without requiring the reboot of systems.

- The staging and delta sync features allow the application to meet performance needs.

- CloudProtect allows customers to balance between cost and performance.

THE TAKEAWAY

As a utility provider, any outage could shut down pump stations disrupting water delivery to households. Offline wastewater treatment plants create a potential biohazard. Any or all of which would erode public trust in its ability to deliver critical services. The solution needed to be balanced within performance and budgetary restrictions. Any cost overruns or increases in long term maintenance costs would be passed along to the community in the form of increased utility prices. By leveraging RackWare CloudProtect, the power of Private Cloud's flexible compute optimized costs with no degradation of recovery services.

KEYPOINTS

- Single solution across all platforms

- Customizable feature set met both performance and budget requirements

- Meet yearly failover testing mandate

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