



CASE STUDY

DNG puts its own Data Defender solution to the test... client services continue without interruption



“Our clients never missed a beat or were in any way inconvenienced when our server failed. We use Data Defender because it works, not just because we sell it.”

“Our clients rely us to protect their customer records, email, financial systems and other key documents. Without access to mission-critical information their business stops. Data Defender works to safeguard their strategic assets – their information – so their business can keep running”



Ryan Tallman

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Situation:

Data Network Group provides an extensive range of IT solutions including technology planning and implementation, server support, web hosting and backup and disaster recovery. Clients count on us to manage, protect and leverage their IT investment. Because we are responsible for safeguarding our clients' mission critical assets – their information – we must ensure that their data is protected at all times. When the central part of DNG's server – the motherboard – failed one Friday morning, we learned that we couldn't get a replacement part until the following Monday. Since 72 hours of downtime was not an option, DNG needed three things:

1. To keep the operation up and running until the replacement was received and installed.
2. Continuous ability to support and serve clients' expectations and requests.
3. Minimize costs due to downtime and having to purchase redundant servers.

Solution:

DNG put Data Defender into action. This backup and disaster recovery solution includes a device which was activated as a virtual server, taking the place of the failed server. Because Data Defender also takes a snapshot of the entire software environment, DNG could duplicate the most up-to-date image onto the virtual server device. This preserved access to their most current client data. The entire process was diagnosed, stabilized and up and running within an hour.

Results:

DNG was delighted with the results of putting its own product to the test. Results included:

1. Data Defender worked as advertised. The “virtual” server kept the company's access to vital client information up and running until the replacement part arrived three days later. DNG could also install the replacement at a time that was most convenient to the organization and would cause the least disruption.
2. Clients were not affected by the failed server and IT service operations continued uninterrupted.
3. Downtime was limited to an hour while Data Defender was put into action. This approach is far less expensive than deploying server clustering, a redundant, but expensive approach of having two servers doing the same thing. DNG got the same results without the additional expense.



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