

DATAFORT

Hallite assures productivity by giving up tape

DATAFORT removes threat of unnecessary downtime with hands-free solution for 24/7 manufacturing company.



Hallite produces industrial seals 24 x 7 from their Middlesex based plant.

“Being a 24/7 operation it is critical for us to have a disaster recovery capability in place that enables us to recover any and all data immediately and return us to full operation as rapidly as possible. We work literally every hour available so do not have the luxury of being able to make up time elsewhere in the week, making effective and reliable disaster recovery and business continuity an absolute necessity.”

CHALLENGES

- 24 / 7 productivity requiring “non-stop” data access to meet quotas
- Recovery from tape backup could mean the loss of a day’s productivity
- Need to demonstrate improved compliance
- Minimise employee involvement

SOLUTION

- DATAFORT Managed services for Critical and Non-Critical IT services

RESULTS

- Business productivity improved
- Data loss minimised from 24 hours to 15 minutes
- Compliance officer requirement satisfied

BACKUP AND RECOVERY PROCESS KEEPS STEP WITH BUSINESS GROWTH

Hallite Seals International is a worldwide supplier of hydraulic and pneumatic seals to the global fluid power industry. To meet production obligations the company runs a 24/7 manufacturing operation in Hampton, Middlesex. The company needs to operate around the clock to meet their production obligations, any disruption to the order process has immediate and long term implications to the business.

THE DATA CHALLENGE

Hallite used a tape system for all their data backups and it was felt that this exposed the company to unnecessary risk. To facilitate data recovery, backup tapes had to be returned to the office from a remote location. This was followed by a slow data recovery process that resulted in a shutdown of business operations for as much as 24 hours.

Jim Parker, Information Technology Manager at Hallite comments, “Being a 24/7 operation it is critical for us to have a disaster recovery capability in place that enables us to recover any and all data immediately and return us to full operation as rapidly as possible. We work literally every hour available so do not have the luxury of being able to make up time elsewhere in the week, making effective and reliable disaster recovery and business continuity an absolute necessity. Tape simply did not meet this requirement.”



The quality of Industrial seals can be critical to the applications where they are utilised and because of this Hallite has both a rigorous quality control process and legal compliance issues as well.

If Hallite were to replace their tape backup system with one based on disk technology they would have to be able to demonstrate the viability of the system to a compliance officer.

SOLUTION

DATAFORT implemented two levels of managed service that were designed to cover both critical and non-critical data requirements and provide a cost effective solution for business continuity. The service is fully managed and provides both local images of the server infrastructure as well as copies maintained in financial grade data centres.

The data centre copies are used as the resource for disaster recovery, while the local images are used as a resource to recover lost data, from server failure or to provide information to Hallite's internal compliance officer.

CRITICAL SYSTEMS

The company's email and order management server was seen as critical to the business and required a rapid recovery process in the event of a server failure. DATAFORT'S Critical Care service was implemented to provide a highly available service.

In the event of a problem with the order management server, the system processing is transferred to a virtual image running on a backup appliance maintained within the Hallite office. This enables employees to continue to work within 15 minutes of a failure while the production server is repaired.

Once a repair is completed the new added data is transferred back to the repaired server.

If the server's internal disks needed to be replaced, a 'Bare Metal Image' of the entire disk, including any newly created data, is produced and transferred onto the new internal disk.

LESS CRITICAL SYSTEMS

Less critical machines like the company's file server is protected with DATAFORT's Core Care service. Should the file server fail, individual files can be accessed from backup copies available on a disk backup system, any work undertaken by this server is paused while the server is repaired.

If the repair warranted replacement of the internal disks, a "Bare Metal Image" would be created in the local backup appliance and transferred onto the new drives. This restores the operational condition as it existed no more than 15 minutes prior to failure.

If the issue concerned corruption of data both critical and non-critical backup systems enable the recovery of data prior to the point of corruption at any needed level of granularity from individual file to full disk contents.

RESULTS

Hallite now has a streamlined disaster recovery process that enables business continuity regardless of the type of system failure. Through the use of reporting and testing, Hallite is also able to demonstrate an improved compliance regime. The service improved the recovery time, for both equipment failure or disaster recovery, to well within the company's Maximum Tolerable Outage (MTO). This ensures that excessive downtime is avoided and company information is protected, thereby ensuring 24/7 manufacturing.

The company's IT manager, Jim Parker states, "I know some business people imprudently consider high quality and reliable disaster recovery a 'nice-to-have' or a luxury, but for a company such as ours speedy recovery is an absolute necessity and a business function that simply has to be taken seriously."

DATAFORT Managed IT Services

MSP DATAFORT has been providing high security, FSA compliant services to the UK financial and legal services industry since 2000. With their award winning high availability and cloud services, DATAFORT brings enterprise grade security and continuity within the reach of smaller businesses.

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DATAFORT House - 113 Walnut Tree Close - Guildford Surrey - GU1 4UQ
t. 0800 45 44 35 - f. 0870 831 4580 - www.datafort.com - sales@datafort.com

