

Case Study

Designing a disaster recovery solution for a telco

Business Challenge

The client is a fully integrated telecommunications and information services company that offers a wide range of services and competes in all telecommunications markets throughout Australia. It also provides more than 10.3 million Australian fixed lines and more than 6.5 million mobile phone connections.

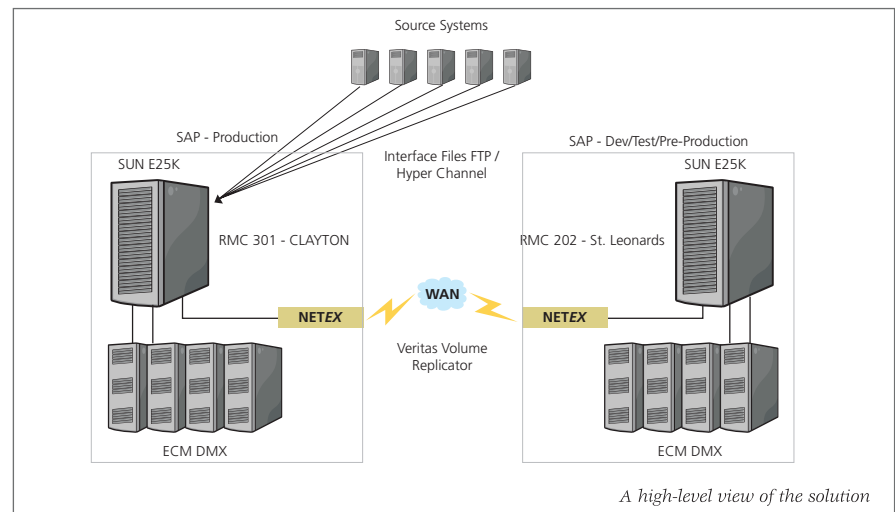
It engaged Mahindra Satyam to architect a well-designed Disaster Recovery Solution that would provide business continuity and prevent any revenue losses in the event of a catastrophe at data centers. The solution was also expected to address the DR and BC needs around the business critical SAP system and databases that run the Finance, Human Resources and Payroll functions of the client's organization. The goals set out to achieve were:

- Reduced downtime of business critical applications
- Reduced loss of data
- Reduced data center support costs as a result of fewer number of servers, OS instances and need for lesser time from system administrators
- Reduced operational complexity with the use of industry proven tools like Veritas Volume Replicator



Mahindra Satyam's Solution

Mahindra Satyam's storage and infrastructure group leveraged the Sun architecture, N1 Grid for SAP, which is an evolutionary approach, with a combination of unified hardware technology and enhanced features of Solaris. The solution was built using Interstate Asynchronous data replication between primary data center and secondary disaster recovery center using Veritas Volume Replicator, which ensure regular updating of secondary data with minimal data loss.



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The Disaster Recovery Centre designed as standby SAP system kicks in when primary SAP system has been adversely affected by any natural, manmade or technology disasters.

The separate DR capability supports an entirely flexible development, test and staging environment. The result was a visibly increased performance and far greater utilization capability.

Benefits

The solution provides the following benefits to the client:

- Facilitates management and utilization of all computing resources through virtualization concepts
- Achieves high availability of critical data by optimal usage of the existing infrastructure thus reducing the financial, operational and business impact in the event of any natural, manmade or technical disasters
- Enables seamless growth of SAP environment during the entire lifecycle by removing dependencies on specific hardware configurations
- Manages Trigger 1 (like loss of site) events very effectively
- Meets the legal and regulatory requirements that the telco has to commit to
- Most importantly, all this will have no effect on end-users as entire transaction will be transparent to them