

CASE STUDY

THE CLIENT

Theiss Environmental Services (TES) is a long standing IBM Power user specialising in waste collection and disposal.

THE CHALLENGE

The Brisbane floods in January 2011 presented a significant challenge to continuity of operations due to both Production and DR sites being inundated by floodwaters.

The Rocklea (production) site was about to flood, and the Data Centre ended up going about 6 feet underwater. The production system was at the bottom of the rack.

The DR site was at another Data Centre within the group, at Southbank near the CBD. This building was unfortunately expected to get water into the basement and ground floor, which would see a loss of power and communications.

THE SOLUTION

After our client made safe (high) ground, we asked him to start up his laptop and via his 3g wireless make a VPN connection to his network (that was still operational as the water was only now lapping at the door.....but within the next 15 minutes the data centre would be flooded).

After getting a telnet session to his production server, we initiated a 'go to meeting' and took control of his laptop.

With the client now underway driving again, we were able to perform a 'Role Swap' procedure with the High Availability software. Seamlessly, users were now operating on our clients HA system that is hosted at their DR data centre.

Two minutes later we lost connectivity with the Production server as the water level rose over the UPS and power points prior to submerging the Production server under metres of water!

Once the role swap was completed, the HA system was powered down and removed from the Southbank building before its' car park flooded, and taken to a third party Data Centre where it was run up and users could continue work.

THE BENEFIT

The Brisbane floods of 2011 represented a great challenge for the community. As a waste management company this period represented a significant business and logistical challenge for TES.

By ensuring their systems stayed available through the disruption of the floods, TES was able to meet not just its normal workload demands, but the additional demands forced by the flood event.

As a business, the attitude to the High Availability solution from Sundata, after the event, was "It's the best money this company ever spent!"

PS: After the floods, the flooded IBM production server was hosed out, dried out and powered up.

After replacing a power supply and a fan, the server ran (somewhat noisily) for a week or so while the remaining non-critical data was retrieved.

The best description of the noise was a cross between a diesel and a banshee!

ABOUT SUNDATA

Sundata was founded in 1986 and is headquartered in Brisbane, Australia. The experience of our team and focus on customer service has evolved into an organization that supports clients all over Australia.

Currently over 150 corporate, government and school clients look to us to provide quality products, service and trusted advice.

We specialise in providing IT services to medium to large enterprise clients across all industries and government departments. Our knowledge and expertise allow us to provide exceptional service and value to our clients.

Our approach in what we offer our clients remains consistent with the simplicity of our business ethos: LISTEN. RESPOND. DELIVER.

For More information regarding this case study, please contact:

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