

TFI Resources is Proactive in Disaster Recovery Planning using CA ARCserve® Replication and CA ARCserve® High Availability



CUSTOMER PROFILE

Organization:

TFI Resources

Industry:

Professional Services

Employees:

30

Business Impact Summary

COMPANY OVERVIEW:

TFI Resources is an employer of temporary and contract personnel placed on assignment by independent recruiters/staffing companies who choose to outsource employer of record, payroll funding, and payroll processing responsibilities. Independent recruiters utilize the services of TFI to expand their business to include temporary and contract placements while mid-size and large companies utilize TFI to increase their funding capabilities or as a resource to operate on a national basis. TFI Resources operates out of the Houston area with over 30 employees and services over 600 clients throughout the USA and Canada.

CHALLENGE:

Melinda Martin, Manager of Information Technology was brought into the IT department at TFI Resources in 2006 to spearhead the planning of the business continuity and disaster recovery strategy for the organization. "Since we are a payroll and funding company, we process payroll for different clients every day. We simply cannot be down for any reason. In fact, we have to justify our business continuity and disaster recovery capabilities to our insurance underwriters. Downtime means lost clients and money, so it is critical to our business that we are online at all times," Melinda said.

Before choosing the right solution for TFI, Melinda and her team laid out some key requirements that they knew they wanted in a business continuity and disaster recovery solution. "As a seasoned veteran in the BC/DR space, I knew I was looking for a replication and high availability solution that had bandwidth tuning and throttling for each individual scenario I ran, and had the flexibility to define scenarios as well. But the most crucial feature I was looking for was that the solution could handle large databases greater than 20 GB," Melinda said.

SOLUTION:

Melinda and her team first looked at DoubleTake, but the solution could not handle the large databases (>20GB) over the WAN and the replication never completed. TFI then evaluated a physical appliance, but the solution was not only costly but also limited to service only the application that it was prescribed to accommodate. The solution also could not identify files that had not changed which meant the

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Manager of Information Technology,
TFI Resources

replication of all of TFI’s files all of the time. After more research, Melinda and her team finally tested CA ARCserve® Replication and CA ARCserve® High Availability. Melinda and her team were impressed by how easy the solution was to manage, the simplicity of setting up scenarios, and most importantly, that it could handle the large volume of data that needed to be replicated. Finally, Melinda liked the fact that the CA ARCserve solution could do both block replication and file replication as options.

However, the final decision was made after a real disaster scenario came in 2008. “Our final decision came when Hurricane Ike hit Texas in September of 2008,” said Melinda. “It was a real learning experience for us. We did not have a high availability solution in place, so we scrambled to recover our communications capabilities.” After Hurricane Ike, TFI Resources decided on CA ARCserve High Availability and CA ARCserve Replication.

BENEFIT:

Since implementing CA ARCserve Replication and CA ARCserve High Availability, TFI has made tremendous strides. “In using the CA ARCserve Replication and CA ARCserve High Availability Solutions, we have been able to streamline processes and become efficient in business practices,” says Melinda. TFI has a co-location/disaster recovery site that has full DR Compliance in Houston and can be used as a hot-site for workers if they lose their production worksite. “TFI also does regular testing of the CA ARCserve Replication and High Availability solution. Each year we run two drills, which include failovers of services, before June 1 to prepare for hurricane season. Additionally, we run disaster recovery drills with staff at the beginning of the summer, and frequently test services on weekends. Most importantly, we have peace of mind. We do not have to worry about going offline.”

TFI Resources looks forward to continuing its strong partnership with CA Technologies. “Over the years, CA Technologies has proven time and again that it is a front runner in providing the IT world with practical solutions that are easily managed and expertly supported by its technical support staff. Our support representative is extremely knowledgeable and capable of offering practical solutions to challenges we are faced with,” said Melinda.

EXPERT INSIGHT:

“Organizations should be in tune with what its business critical applications are. Maintaining and supporting failovers are critical- if you don’t have a process and test plan in place everybody is trying to recover in chaotic manner and the loss of critical data is likely. Finally, my advice is to replicate critical data to a safe, remote location, perform test drills on a regular basis to ensure the failover process works, and ensure the end-user community is involved on location and giving feedback.”

- Melinda Martin, Manager of Information Technology