



SEISMIC



SEISMIC CASE STUDY | E-TERNITY

Instant Recovery on Demand by **CA**

Overview:

With Seismic Instant Recovery On Demand by CA, e-ternity helped a high-performance data and document company offer its global customers 24/7, uninterrupted access to their data during a system outage.

Company: e-ternity Business Continuity Consultants

Founded: 2004

Headquarters: Mississauga, Ontario, Canada

URL: www.e-ternity.ca

Employees: 10

Key Market Verticals: SMB

Specializations: Business continuity and disaster recovery

Business Challenge: By guaranteeing access to their systems 24/7, e-ternity's customer aimed to increase its customers' satisfaction.

Solution: Seismic Instant Recovery On Demand by CA helped e-ternity offer its customer a monthly, fee-based business continuity service.

Results and Customer Benefits: Following the Seismic Instant Recovery On Demand by CA implementation, e-ternity's customer had several opportunities to test the solution and witnessed, firsthand, no service disruption.

Business Challenge

Xenos, an e-ternity customer, provides high-performance data and document management solutions. With offices in Canada, Europe, the U.S. and U.K., Xenos' customers are among the largest organizations in the world, spanning a range of industries from financial services to insurance.

Xenos recognized that customer access to data was critical. "Because all of Xenos' IT infrastructure is located in Toronto, it's potentially a single point of failure," says Greg Onoprijenko, e-ternity managing director. "Xenos operates across multiple

time zones and its customers demanded high availability and guaranteed 24/7 access."

Xenos began to explore different solutions, such as building an in-house technology solution with its own environment, storage and replication. However, at e-ternity's suggestion, Xenos' staff evaluated, and in the end chose, Seismic Instant Recovery On Demand by CA.

Solution

Seismic Instant Recovery On Demand by CA is a highly sophisticated and powerful host-based business continuity service offering. This solution provides small and midsize businesses with uninterrupted access to critical applications and data during a system failure, unplanned outage or disaster — with no capital investment. It's built on CA's powerful XOssoft replication and high-availability technology.

"We met with Xenos and compared the monthly service costs of Seismic Instant Recovery On Demand by CA to building the solution themselves," says Greg. "They could identify with the monthly service idea because they sell their software in a monthly software-as-a-service (SaaS) model. And they understood the idea of instant deployment, as well as an easy service that requires little intervention on their part."

Results and Customer Benefits

After Xenos implemented the Seismic Instant Recovery On Demand by CA service, the company witnessed it in action during real-life outages. Xenos was impressed with its capabilities.

"It was a scheduled maintenance exercise on a Sunday morning," recalls Greg. "After taking the system down for routine maintenance, they experienced a challenge in returning the system to normal operations. Xenos decided to utilize the Seismic Instant Recovery On Demand by CA service to alleviate any service disruption to the users. The failover ran all day Sunday and Monday. Their users didn't experience any downtime or notice anything wrong at the Xenos location.



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Meanwhile the Xenos IT team was able to take their time and properly address the issues at the primary site.”

“Seismic Instant Recovery On Demand by CA makes a direct financial impact on an organization in two ways,” explains Greg. “First of all, keeping systems up and running during a disaster allows a company to continue to conduct their business with no disruption to their customers, which means revenues continue to roll in. Secondly, to build a technology infrastructure like this in-house would take hundreds of thousands of dollars, a

second facility, months to deploy, and hours of labor to manage on an ongoing basis. This service is a fraction of that cost, with no extra real estate needed, days to deploy instead of months, and virtually no resource requirements.”

“As a managed service provider, we appreciate the turnkey concept of this service,” says Greg. “When we buy a service offering from Seismic, Ingram Micro does an excellent job researching the market and finding the very best vendors and solutions.”

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