



TECHNOLOGY DONE RIGHT



CLIENT SUCCESS STORY

Client Profile:

Non-Profit disaster relief and aid organization, 150 full time employees and 8,000+ volunteers; www.nyredcross.org.

Client Challenge:

- 24x7x365 uptime requirement for an organization that provides relief and aid to victims of disasters



CIS IMPLEMENTS HIGH AVAILABILITY SOLUTION

The American Red Cross in Greater New York (ARC/GNY) is a non-profit disaster relief organization, providing aid to people affected by disasters of all shapes and sizes. ARC/GNY provides immediate aid to residents of New York City and Orange, Putnam, Rockland, and Sullivan Counties; responding to an average of 8 disasters per day—fires, floods, blackouts, building emergencies and other crises. As such, it is critical that ARC/GNY’s 150 full time employees and 8,000 volunteers have access to systems and data that make it possible to do their jobs, regardless of the situation.

ARC/GNY engaged with CIS to recommend and implement a high-availability solution, and provide a stable site at which the ARC/GNY data can be safely replicated. CIS engineers analyzed the data and uptime requirements for ARC/GNY and recommended CA ARCserve technology for backup and replication needs

CIS engineers architected a multi-layered backup and recovery solution to protect ARC/GNY’s 300 desktop computers and 110 servers throughout their 10 offices

and 8 remote sites in the greater New York area.

The solution that was implemented utilizes a hybrid approach to business continuity and disaster recovery. Data is backed up to tape via CA ARCserve Backup, the tapes are then stored in a secure offsite location. Additionally, CA ARCserve HA allows for backup to disk and replication of data, at bit-level in real time, to the offsite CIS data center. CIS provides 24x7 services and uptime guarantees, the data center features advanced HVAC and security technology, as well as redundant connections for internet access and power. The CIS data center has received national press coverage for its ability to provide clients with continual access to critical data, regardless of the scenario.

ARC/GNY determined that they would implement the solution for their most critical applications: their email server, Blackberry server, and key SQL servers. As these systems represent the core of daily operations, it was very important to ARC/GNY that they can be assured the backup solution is working, without taking the

production environment offline. CIS and CA provide this functionality through ARCserve’s Assured Recovery feature, allowing ARC/GNY to test their failover environment at any time, with no impact on production. As Richard Singh, the Director of IT Networks for ARC/GNY said “(this solution) offers a lot more in terms of failover testing without affection production, it offers better replication and it handles open files better, which is critical when you’re dealing with Exchange and databases.”

CIS and CA ARCserve business continuity and disaster recovery solutions provide the guarantee that those who *respond* to a disaster are always able to get the information they need where and when they need it.

“Data availability is critical to us. Data backup is critical to us. That’s the reason we exist, **we need to be available when most people cannot be.**”

“CIS engineers are not only technically strong, but understand the crucial role technology plays in addressing our organization’s mission to provide continual service delivery under the most extreme of disaster scenarios.”

Richard Singh
Director of IT Networks
American Red Cross in Greater New York

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