

SUCCESS STORY

FINANCIAL SERVICES INDUSTRY : DISASTER RECOVERY-AS-A-SERVICE (DRAAS)



OUR CLOUD-BASED DISASTER RECOVERY SOLUTION CHANGED THE WAY THIS FIRM DID BUSINESS.

As a mobile payments platform vendor that specializes in offering its customers secure card processing solutions, this financial services firm is backed by some of the most innovative credit card security technologies in the business. The mobile payment processing system is used across various industries from restaurants and hospitality to education and retail. This company implemented our Disaster Recovery-as-a-Solution (DRaaS) solution, adding a crucial layer of resilience to their system.

THEIR CHALLENGE

Not only did the company need to implement disaster recovery to meet Payment Card Industry (PCI) regulatory compliance requirements, they also had the unique challenge of maintaining continuous operations of their mobile payments business application.

With thousands of customers across several cities using the mobile payment service to carry out transactions daily, the IT Director needed to find a way to close off the bottlenecks and streamline the process without having to make any drastic changes.

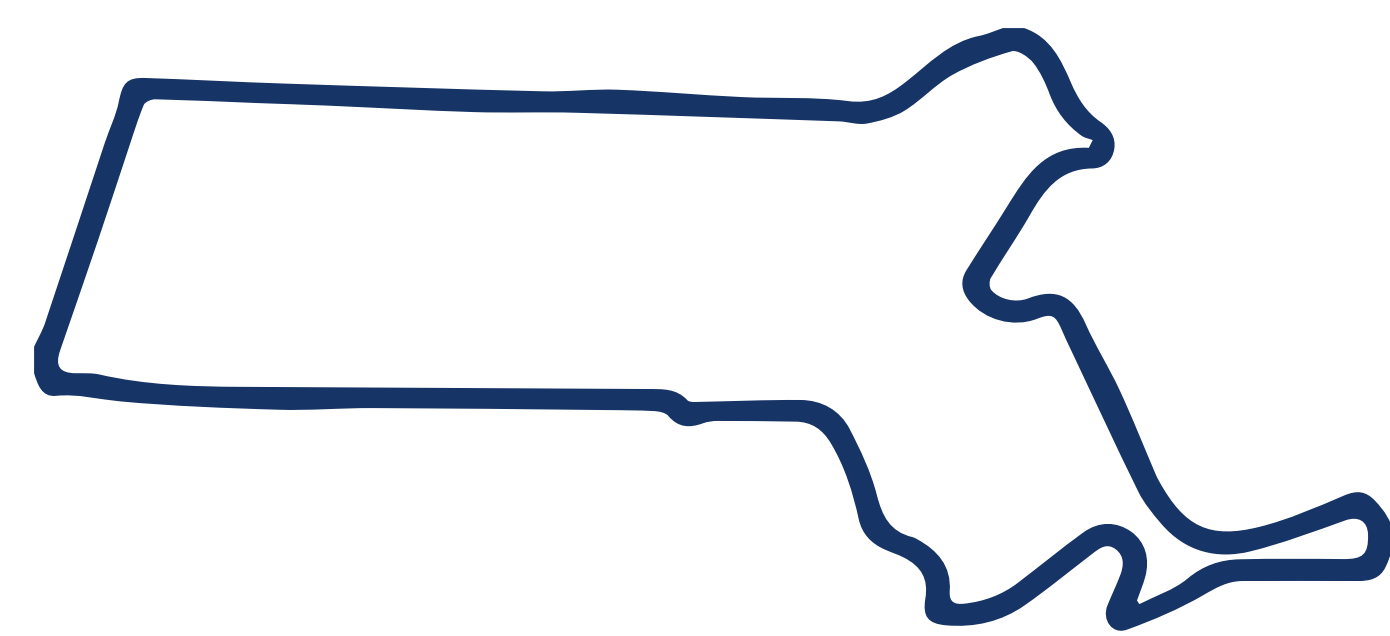
OVERVIEW

INDUSTRY



Financial

LOCATION



Boston, Massachusetts

CHALLENGES

1. Implement disaster recovery to meet regulatory compliance requirements
2. Resiliency against internal errors
3. Continuous operation of mobile payments business applications

SOLUTION

Using the DRaaS solution, the company no longer feared losing revenue whenever disaster struck, since their systems could be up and running within a matter of minutes. Our scalable DRaaS infrastructure allowed virtual access to assets with little or no additional costs for new software or hardware.

THEIR SOLUTION

The mobile payment service provider found it difficult to implement disaster recovery that met regulatory compliance requirements and showed resiliency against internal errors. This resulted in a tremendous loss of revenue and was the cause of great concern for the company's executives.

Since choosing a disaster recovery service is solely governed by a business's imperatives, they had to first identify all critical applications which needed to be available within minutes of downtime. In turn, their customers would experience no hiccups or delays due to poorly performing hardware.

IMPLEMENTATION

The Disaster Recovery-as-a-Service solution is an asynchronous replication of the customer's virtual machines to a near real-time replica which can be pushed into production in a matter of minutes due to a man-made fault or a natural disaster of some kind.

Since DRaaS requires far less operational resources, the company was able to avoid expenses that would normally be spent on running traditional disaster recovery protocols.

The system provided is used by businesses of all sizes that wish to offload their DR environment to a secure, reliable cloud provider to handle all of the hardware and infrastructure requirements - rather than building, managing and maintaining it themselves.

In the past, the IT Director would have to send IT staff to off-premise data centers or copy the data onto tapes. The implementation of DRaaS allows a safer and more scalable data storage system. This addressed the many challenges that the IT Director was facing at the time, such as mobility, high performance and portability.

THEIR RESULTS

- The firm became more effective when dealing with issues such as data hampering due to server failure, loss of power or building access.
- The IT director is now able to use a more streamlined approach to solving technical issues while dealing with customers
- Their system can now handle different disasters using a selection of recovery options
- The IT team is now able to failover to the DR copy of the production environment, fix the problem with MySQL and recover the production environment without any production downtime or performance degradation.
- Their system meets PCI regulatory compliance requirements.