

Automated Failover Solution Delivers Peace of Mind

Fuller Landau gets 24/7 high availability from a fully automated, fault tolerant Private Cloud with near-instant failover to a Tier III Data Center



CUSTOMER

As chartered professional accountants and business advisors to their clients, Fuller Landau LLP is a leading mid-sized audit, tax, and advisory firm committed to helping entrepreneurs and family businesses build the value of their enterprises. The firm has offices in Toronto and are looking to expand in Ontario.

CHALLENGE

Hooked into Toronto's downtown power grid, the Fuller Landau office was subject to occasional brown-outs that knocked servers offline. Recent ice storms had also highlighted the need for a disaster recovery solution that would allow the firm to work off-premises within minutes, should an adverse situation demand it.

Moreover, to better serve and support their clients, Fuller Landau employees needed 24/7 access to their IT systems from their office and home. In reviewing the firm's expansion road map, the forward-thinking partners wanted to ensure that their IT environment would be in step with their projected growth as well as highly available, and resilient. At the time, their IT system would have been challenged by such demands. "We had a vision of where our IT systems needed to go in the future," said Robert Burin, Director of IT at the firm.

Long after Sentia's project was completed, the consultative partnership continues. "The discussion, the sharing of ideas is on-going," Mr. Burin said. "And because of that, they understand our environment. They understand our challenges and where we want to be, and they provide the guidance we need. They're in it for the long haul."

HIGHLIGHTS

Comprehensive real-time replication of data and applications to Sentia's Tier III Data Center ensures data security and peace of mind.

Dramatically reduced service requests and system management due to the fault-tolerant private cloud with automated provisioning and self-tuning has freed the IT team to focus on more strategic projects.

24/7 instant access to applications with optimal response times has improved end-user satisfaction.

"We got the 100% uptime we needed, with real-time data replication and recoverability for our employees who work with clients anytime, anywhere."

Robert Burin, Director of IT,
Fuller Landau LLP

SOLUTION

After interviewing several vendors, Mr. Burin chose Sentia, based on his experience with them in a prior mandate of a similar nature. "The value in doing business with Sentia," said Mr. Burin "is what they do above and beyond. It's in the service thereafter. I am able to call them anytime to discuss other business and IT challenges. They are a true partner."

Using a consultative approach, Sentia assessed Fuller Landau's software, hardware, technology, environment, and procedures. Sentia recommended how to add software and hardware, how to customize and configure the new infrastructure to implement and achieve the desired objective.

The entire IT infrastructure is now fully virtualized in a redundant cluster of servers and storage, with no single points of failure within a private cloud that provides automated management and easy provisioning.

The migration of apps and data to the new environment was a challenge. All had to be done while maintaining 24/7 access for the accountants who sometimes worked from home and on weekends. Sentia's experts used their specialized skills and advanced technology to carry out the migration in complete transparency without any impacts to users.

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"Not a single user experienced any downtime," said Mr. Burin. "The migration was so smooth that the partners didn't believe we were finished. I literally had to prove it to them."

Currently, Sentia's comprehensive, cloud-based business continuity solution is replicating Fuller Landau's data and applications in real time, 24/7. If their IT systems were to go down, the automated failover would kick in and all their data and applications would be almost instantly available on standby virtual servers running in a Sentia Tier III Data Center located in Canada.

RESULTS

Service tickets for Fuller Landau's IT team dropped by more than 50%.

The new system's state-of-the-art automation considerably reduced the time they spent in maintenance. As a result, the IT team now focuses on training end-users to get more out of their systems and enhancing the client experience.

Upgrades and maintenance became faster and more flexible to carry out because the system could be taken down in the middle of the day.

The reduced footprint of the system also saved money on power and cooling.

Naturally, end-users benefited from instant 24/7 access to applications and very satisfying response times due to a virtualized server environment which allowed for quick provisioning of new workloads and ongoing physical-to-virtual migration.



Advanced Private Cloud with Comprehensive Disaster Recovery Solution by Sentia

Hardware and Software

- Fault-tolerant cluster of System x servers
- IBM Storwize® V3700 SAN storage
- Advanced VMware

Project Timing: Q2 and Q3, 2015