

Logicalis offers ABB Australia a next generation Cloud Managed Service

ABB is a leader in power and automation technologies that enable utility and industry customers to improve performance while lowering their environmental impact.

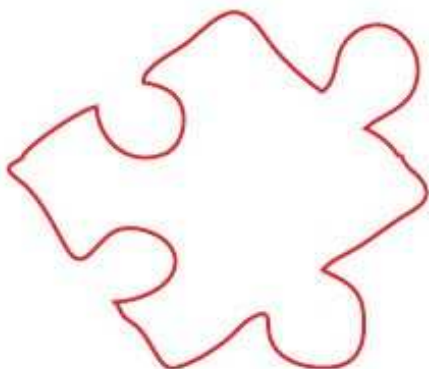
ABB Australia operates with about 1500 staff and has distributed servers for 10-12 terabytes of data across 10 sites in NSW, QLD, VIC and WA.

Challenge

ABB had a legacy data centre environment with file servers and application servers distributed around the country. These were backed up with disparate technology that had begun causing major problems; the sheer volume of tapes meant data recovery resulted in downtime and loss of productivity.

ABB needed to replace its outsourced legacy tape process with a centrally managed back-up and replication solution. This project was designed primarily to support ABB's stringent global back-up and replication compliance requirements.

"As a global blue-chip organisation, we have strict compliance reporting requirements for automation and energy projects – our information management process has to be compliant and our data available" said Ather Islam, Group IS Project Executive.



Solution

ABB went to tender to extend an existing networking agreement with Logicalis based on the flexibility and innovation demonstrated through the newly launched Managed Services. Using EMC's Avamar technology, Logicalis' Backup as a Service provides a full back-up of the data, "but it has an original snapshot and then it keeps all of the changes that have happened to that data subsequently," added Ather.

Logicalis supplied ABB with the hardware, infrastructure software equipment, technical expertise and project management skills to migrate data housed on file servers and host this at an ABB site.

ABB signed the agreement in April, and had the system installed and in production within two months.

Benefits

ABB can engage Logicalis to rapidly restore data often within just a few hours. "We were able to get new servers, build them in our information system offices in NSW, fully restore the server from the back-ups that Avamar was running, then ship that server to site and just do a restore over the network of the data that had changed in that intervening time."

"Moving from our existing outsourcer to Logicalis was a natural progression based on our future migration strategy requirements and their expertise and flexibility in this new generation of service delivery.

"The most important thing for our business is we have a lot more confidence in the reliability of our back-ups and our ability to restore the data", said Ather.