All Electronics Corporation
D3 Disaster Recovery Saves Time, Money, and Delivers Peace of Mind

‹‹Rocket®

Industry
Retail

Challenge
After a successful but costly and labor-intensive attempt to recover data from a damaged server, the company sought a better way to protect critical data.

Results
- Established a secondary, backup server for replication of files and other critical processes
- Safeguarded mission-critical business applications, including credit card transaction data in the event of system failures
- Demonstrated an immediate ROI

Products
- Rocket® D3 DBMS
- Rocket® D3 Hot Backup

Application
- Database Management
- High Availability Disaster Recovery

Company

All Electronics Corporation specializes in surplus electronic and electro-mechanical parts and assemblies. Since 1967 the company has catalogued a huge stock of pre-owned and new electronic parts from around the world. It offers an ever-changing selection of products by phone, mail order, and online, as well as through its retail store located in Van Nuys, California. Customers including manufacturers, technicians, students, hobbyists, and inventors view All Electronics as a valuable resource for thousands of common and hard-to-find parts.

Challenge

For many businesses, disaster recovery planning is based on hypothetical worst-case scenarios. However, for All Electronics, the scenario was all too real. The company's vice president, Woolf Kanter recalled, "A few years ago lightning struck our building, destroying our D3 server. We made a business decision at that time to attempt data recovery from the server's disk drive rather than to restore from the previous night's backup tape. This decision resulted in our losing a day of work as well as requiring every staff member to recreate everything they did that day, including credit card transactions and more...a major headache." Kanter continued, "The data recovery was successful, but very expensive and time-consuming. We lost our system on a Thursday but weren't live again until the weekend."

To guard against failure and disruption of mission-critical business applications and inventory data, All Electronics began the process of replacing its servers and installing backup recovery software on the company's main system. "We were looking for a disaster recovery solution on our D3 Windows system," said Kanter, "but most solutions we evaluated required that we stop D3 services to perform a mirror image of the system. This was not practical, as any gaps in our business day processing would be unacceptable. Our only option was to do nightly system backups, knowing full well that in the case of a catastrophic failure we could lose up to a full day's work."

Solution

All Electronics beta tested the latest major release of D3 Windows, version 9.0, which included the option of adding the new Hot Backup functionality. This new product turned out to be key to addressing All Electronics' backup issues. "All Electronics has been using Rocket® D3 since the late 1980s," explained Kanter. "We have several third-party software programs upon which our business depends. The most important is our D3-based credit card processing program, which had some minor migration challenges from a prior release on different hardware. If we could ensure the credit card processing program would work with D3 Windows 9.0, we were willing to convert our entire production system."

Results

Rocket D3 Hot Backup provided All Electronics with complete replication of selected transactions on the secondary D3 server. Files and information were transferred between the two servers continuously, providing instant copying of all work performed throughout the day.

Noted Kanter, "We set up a test server which later became the secondary Hot Backup server and installed D3 Windows 9.0 along with our credit card software application. The transition was flawless. D3 Windows 9.0 ran our application and the credit card program without any issues."

D3 Hot Backup can be an integral part of an organization's IT strategy to reduce downtime. In the case of All Electronics, the technology helped make the difference in enabling the company to maintain business as usual in the event of the unexpected.

"D3 Hot Backup solves the problem of disaster recovery and system failure. If for some reason our main D3 Windows server goes down, we can immediately continue our business by switching over to the secondary server. And you know that little crash we had a few years ago? It turns out that the cost of the data recovery alone amounted to 80-90% of the price of the D3 Hot Backup license. Add the cost of the emergency night and weekend consulting, and the D3 Hot Backup system pays for itself," concluded Kanter.

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Woolf Kanter
Vice President
All Electronics Corporation

rocketsoftware.com

info@rocketsoftware.com

twitter.com/rocket

www.youtube.com/rocketsource

www.linkedin.com/company/rocket-software

www.facebook.com/RocketSoftwareInc

blog.rocketsoftware.com