



MailShadow Tuned into Global Radio's Disaster Recovery Needs

"As the market leader in commercial radio with over 60 locations in the United Kingdom, Global Radio cannot tolerate email downtime. With its robust replication and near-zero recovery times, MailShadow OnSite has been the ideal solution to satisfy our demanding requirements.

Luke Darby, Infrastructure Systems Manager, Global Radio

Customer Challenges

Global Radio, the United Kingdom's market leader in commercial radio with 60 stations across the country, depends on email to conduct business and improve employee productivity. To ensure that email would continue to run smoothly in the event of any failure, Global Radio needed a resilient disaster recovery solution that could meet its demanding needs:

- Ability to handle 2000 mailboxes and scale as needed
- Rapid, non-disruptive failover and failback
- Smooth integration with Windows mobile and BlackBerry users
- Easy for IT staff to install, manage and maintain
- Flexibility to manage and control at the mailbox level
- Outstanding customer service
- Low-cost but robust solution

Solution

Global Radio's primary data center, located in the heart of London, is connected by WAN (Wide Area Network) to a secondary disaster recovery site in the South West, UK. The headquarters data center includes resilient servers with SAN (Storage Area Network) infrastructure, Microsoft Exchange 2003 clusters, and 2000 mailboxes. Each site houses 4 MailShadow gateway servers to ensure real-time email replication and instant recovery if any failure occurs. Global Radio's data center also includes

BlackBerry Enterprise Servers for mobile computing. MailShadow OnSite works smoothly with Global Radio's BlackBerry and Active Sync devices to ensure email sync and protection for these mobile users.

Benefits

During the in-depth evaluation phase, Global Radio investigated numerous vendors to find the best disaster recovery solution that could provide a continuous, real-time copy of all its corporate email in a geographically separate location. The company also researched which solutions would be easy to deploy and maintain over time because both cost and time savings were important.

One key benefit is that MailShadow OnSite required no software installation on the Exchange servers, thus simplifying installation and ongoing system management. MailShadow OnSite was the only solution that offered real-time bidirectional synchronization and transaction-based replication to ensure rapid, seamless email recovery and true data integrity. This eliminated the need to duplicate expensive infrastructure at the secondary site for an upfront cost savings of almost \$70,000. With MailShadow's real-time replication, another major benefit included the ability to achieve an Exchange mailbox Recovery Point Objective (RPO) and Recovery Time Objective (RTO) of less than 10 minutes. The true test would come if an actual failure occurred.

One evening Luke Darby, Infrastructure Systems Manager, was alerted that the underlying storage had caused the primary Exchange 2003 mailbox cluster in the data center to fail. The storage had stopped allowing persistent reservations from the quorum and disk I/O was also being severely affected---all of this brought email to a grinding halt. Luke immediately turned to MailShadow to recover the data from 2000 mailboxes and get users quickly running on email again. Thanks to Mailshadow's granular ability to control at the mailbox level, he was able to selectively fail over different user groups by priority such as VIP users first. Each group failover achieved the MailShadow target RPO and RTO of less than 10 minutes. So despite a serious failure, Global Radio's email was operating smoothly with happy users in a very short period of time.

"We are truly fortunate to have not only a great disaster recovery solution with MailShadow, but also outstanding technical support from Cemaphore Systems," said Luke Darby. "Picking up the phone and getting immediate support in a crisis is invaluable. Finding both product and customer service excellence with one vendor is priceless."