

Case Study:

Encompass Lighting Group

Double-Take® Software Customer Profile

Company: Encompass Lighting Group
Business: Lighting Manufacturer
Needs: A dependable DR Solution with minimal down-time and full server fail-over

About Encompass Lighting Group

Located in Skokie, IL, the Encompass Lighting Group develops some of North America's premier lighting brands including Tech Lighting, tiella, 2thousand degrees, T~trak, ELEMENT, Wilmette Lighting Company, and LBL Lighting. Encompass prides itself on their unique innovation and style. They strive to maintain the utmost precision design and engineering, outstanding quality and consistent, superior service.

In order to keep their manufacturing business thriving, Encompass Lighting must keep their data centers available for power users at all times. Their core business applications include ERP (JD Edwards), fax automation (orders receipt system), and a bar coding data collection system called dcLINK. Any downtime to these applications would affect all segments of their business, and Encompass is not willing to risk the disastrous business consequences associated with natural or human-made disasters.

The Unique DR Requirements

Before becoming a Double-Take Software customer, Encompass Lighting used a traditional tape backup approach as a disaster recovery solution. Using this tape backup method, they estimated their Recovery Time Objective (RTO) at about 4 – 8 hours if everything went according to plan. In addition to waiting for off-site tapes to arrive to begin the restore, the RTO and Recovery Point Objective (RPO) were not acceptable. Manufacturing could not withstand an 8 hour delay and everyone using the critical business systems could not withstand losing a day's worth of data – the best case RPO scenario with tape. And the icing on the cake: there was no guarantee that the restore would actually work seamlessly. In fact, years earlier, Encompass had experienced an outage of two business days – something no one in the company wanted to experience again.

Encompass Lighting had an increasing demand for real time, full server availability – including availability of the data, applications and the operating system. If a disaster were to occur, they had no real time, reliable solution to depend on to protect and quickly recover their critical workloads. These insecurities led them to investigate and eventually implement a new technology solution – Double-Take® Availability.

The Solution Requirements

Encompass Lighting required a solution that enabled a quick and easy full server recovery, as well as a solution that restored workloads to the point-in-time just seconds before the disaster struck. They also demanded that the solution be as efficient and automated as possible so that their infrastructure team could failover workloads with one click and wait seconds or minutes, not hours, for their workloads to come online again.

Encompass narrowed their search to three software products and compared each product based on overall functionality, performance, hardware requirement, footprint, overhead and total cost of ownership. They also felt strongly that the solution they would ultimately choose could protect a broad range of applications, and most importantly that the solution had received Oracle's stamp of approval, coined "integration validation", on J.D. Edwards EnterpriseOne. Double-Take Availability was the only product to meet their stringent requirements and was selected as the solution of choice for Encompass Lighting.

Sanil Mookan, Information Technology manager at Encompass explains, "Double-Take Software's Oracle J.D Edwards EnterpriseOne Integration Validation provides us with the peace of mind in knowing that Double-Take seamlessly integrates with Oracle's J.D. Edwards EnterpriseOne, and that Double-Take Availability will be able to provide us with full server failover capabilities to meet our needs. We believe in this proven methodology and the efficiency enhancement it brings to our organization's infrastructure."

J.D. Edwards EnterpriseOne Validation for Double-Take Software

One of the unique characteristics of the Double-Take Software solution is its long list of industry certifications. The Oracle Integration Validation for EnterpriseOne provides customers and potential customers with the confidence that Oracle has tested and validated Double-Take Availability to protect business-critical JD Edwards EnterpriseOne workloads. This validation provides customers with full confidence in the joint solution's overall performance and value.

"In our effort as a leading disaster recovery company, Double-Take Software has cemented strong partnerships with other leading software and technology companies, achieving the highest levels of certification to provide our customers with the assurance they need. And now, our customers will have the benefit of using certified and reliable disaster recovery software when protecting J.D. Edwards EnterpriseOne with Double-Take Availability," said Dan Jones, vice president of global sales at Double-Take Software.

The Perfect Fit

Simply put, Encompass Lighting selected Double-Take Availability over the other solutions because the software's full-server failover functionality worked seamlessly, the product offers unmatched RPO and RTO value, and it was painless to implement with their existing infrastructure.

The Infrastructure Team at Encompass, including Ankit Patel and Raj Arora, recalls that the software installation process was very simple, and administering the solution is extremely easy with the built in tools and alerting mechanisms Double-Take Software offers as a part of their solution.

"I would recommend this solution to my IT peers in other companies. Double-Take Availability offers the maximum amount of systems uptime, even with a disaster scenario in the equation. Purchasing Double-Take Availability has been one of the best investments we have made in our IT Infrastructure considering the value it adds to protect our infrastructure. I wish more organizations would make similar investments," explains Mookan.

Double-Take Availability provides affordable data protection, ensures minimal data loss and enables immediate recovery from any system outage. It continuously captures changes as they happen and replicates those changes to one or more servers at any location, over any distance, so you always have access to a current copy of your data, applications and operating system. You can replicate to a disaster recovery site as far away as you would like, over standard IP networks, for maximum protection against data loss and improve performance by compressing the protected data before sending.

Double-Take Availability is a perfect fit for Encompass Lighting. The solution Mr. Mooker and his team implemented allows them to ensure that business critical applications are highly available to end users day in and day out. And in case of a disaster, either natural or man-made, the team has significantly improved their RTO and RPO by implementing Double-Take Availability.

Plans for the Future

While the first phase of this project focused on protecting and keeping highly available the workloads most critical to the organization, Encompass is already planning phase two of the project which will include standardizing the Double-Take Availability solution across all production workloads.

About Double-Take® Software

Headquartered in Southborough, Massachusetts, Double-Take® Software (Nasdaq: DBTK) is a leading provider of affordable software for recoverability, including continuous data replication, application availability and system state protection. Double-Take Software products and services enable customers to protect and recover business-critical data and applications such as Microsoft Exchange, SQL, and SharePoint in both physical and virtual environments. With its unparalleled partner programs, technical support, and professional services, Double-Take Software is the solution of choice for more than ten thousand customers worldwide, from SMEs to the Fortune 500. Information about Double-Take Software's products and services can be found at www.doubletake.com.

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