



ACS Solution Summary

Disaster Recovery Project

Company Profile

Founded in the late 1950's "The Company" has been a leader in providing premier digital payment technologies to financial institutions for more than 40 years. The company's network connects millions of merchants and consumers in more than 200 countries across the globe every day. The company is based in Southern California and reports multi-billion dollar annual revenues.



Project Details

ACS has been doing business with "The Customer" since 2002. ACS previously implemented key data center projects in the US. "The Company" required a multiple tier Disaster Recovery solution that consisted of the implementation of Sun, Oracle, Hitachi, Brocade, F5, RSA Security, and Symantec technologies.

Due to ACS's partnerships and certifications with the essential premier technology vendors, they were in the unique position to plan, design, manage, and implement a disaster recovery site in the United States that replicated the client's site in Asia. The complex solution required implementation of web servers, business applications, data base servers, and system management tools.

Additionally, the project required external connectivity for multiple parties via Multiprotocol Label Switching (MPLS) and Virtual Private Network (VPN). ACS would need to coordinate with external parties and ensure reliable connectivity and adequate bandwidth.

SAN storage would be deployed for the database and business tier servers. The SAN software required replication between the data center in Asia and the data center in the United States. Backup and recovery services required implementation of VERITAS NetBackup integrated with a Sun StorageTek library.

For remote management capabilities, RSA Authorization Manager, PowerBroker and PowerKeeper would be deployed for the user management and secure access to the data centers. The final component of the comprehensive solution was Disaster Recovery. Both the Asia and North America sites would be designed and configured to act as Disaster Recovery Centers. ACS assisted in connecting the failover between the sites and provided Help Desk support to the client.



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The Solution

ACS's planning, discovery, and design services contributed significantly to the success of the Disaster Recovery Project. ACS was able to stage the equipment in their Integration Center and thoroughly test equipment, software, and configuration which reduced the time line and project costs.

ACS provided the following services:

- Project Management
- Planning and Design
- Equipment Procurement
- Staged Equipment
- Provided customer access to the staged environment through a VPN
- Worked with engineers in different time zones to design and architect the implementation plan
- Configured the servers, network and storage environments per the validated design
- Copied key files for replication and storage build-out to have an exact replication environment in the US
- Validation Testing
- Create and cut over a replicated environment for the Singapore data center in Virginia
- Re-boxed equipment for shipping
- Re-racked and cable per tested configuration
- Tested production environment with customer
- Provided final documentation



The Results

Due to ACS's expertise in all aspects of data center integration, "The Customer", was able to avoid significant costs and project delays. "The Client" was extremely happy with the results and ACS continues to be a strategic partner for planning, designing, and implementing additional projects.

Highlights of the Project Results are identified below:

- All aspects of the solution were implemented and functional on time and within budget.
- ACS was able to vet integration, cabling, documentation issues locally before shipping to data centers eliminating surprises and unexpected time delays.
- Savings of thousands of dollars in travel costs due to staging solution in ACS Integration Center.
- Customer was extremely happy with ACS's engineers and project management team that had extensive experience with Disaster Recovery sites and Data Center moves and build-outs.