Barryhund Administrators, Inc.

Carbonite DoubleTake Availability case study

CARBONITE

"If we lost our data, I'd be out of business. ... DoubleTake Availability provides me with the peace of mind of knowing that all of our data is always protected."

Rex Klein, CEO

Critical issue

For Barryhund Administrators, a provider of software as a service (SaaS) for the construction industry, keeping systems active is a major point of pride and important for maintaining customer satisfaction. Yet, protecting customers' data against loss is even more crucial—in fact, it's an essential requirement.

Business challenges

Protecting data is an overriding requirement for Barryhund. As Rex Klein, CEO, explains, "If we lost our data, I'd be out of business. I might as well turn off the servers and walk away."

Keeping applications running continuously may not be quite as critical as protecting data, but it is still very important to the business. "If our applications were not available for a while, it would be very, very expensive from a labor point of view," said Klein. "The people using our systems probably wouldn't be able do their jobs if we were down. And if they can't do their jobs, they might lose out on multimillion dollar projects."

Yet the world is full of surprises. No one can predict, for example, if an earthquake or fire will destroy a data center. And, in addition to unpredictable outages there are those totally expected and unavoidable planned events, such as regular maintenance and upgrades, which may require that servers be taken offline for an extended period of time.

Barryhund needs a way to ensure data and application availability in all circumstances, planned and unplanned.

Company name

Barryhund Administrators, Inc.

Headquarters

West Sacramento, California, USA

Industry

Software as a service (SaaS)

Business environment

- Founded: 1997
- One of the first .com companies in the construction sector
- End users: 100,000
- Distributors operating under their own brands: 45

Implementation team

Barryhund

Barryhund Administrators, Inc.

CARBONITE

Solution

To strengthen the protection of Barryhund's data and application availability, Klein looked at high availability solutions and evaluated everything. "Carbonite DoubleTake Availability was far and away the best. Lots of other companies say they're better, easier and faster, but Carbonite DoubleTake delivers."

Carbonite DoubleTake Availability™ replicates, in real time, Barryhund's two database servers to replica servers in a facility about 30 miles away. And because Carbonite DoubleTake™ replicates only byte-level changes rather than whole files or blocks, it consumes minimal bandwidth while offering maximum performance.

Klein reports that Availability doesn't use many other resources either. And it's easy to manage because "it doesn't crash and it doesn't throw off errors," said Klein. "That's not true with many other replication products. They can throw off errors every month and you have to restart them."

If anything should happen to its primary data center or one of the servers in it, or if a server needs to be taken offline for maintenance, Barryhund can quickly and easily fail over to the replica with minimal downtime.

Klein appreciates that Availability offers the option of either manually initiating failovers or automatically failing over if the software detects that the primary server is unavailable. Klein prefers to leave a window before initiating a failover so he can review the problem before deciding if a failover is necessary.

He has now set Availability to not automatically fail over for at least 15 minutes, but when he installed the software he failed to set that option. A problem occurred and Availability immediately initiated a failover. That happened so smoothly and with so little downtime that Klein wasn't even aware of it until he looked at the console and saw he was running on the backup server.

Klein also finds the simplicity of Availability to be of great value. Its clarity of design meant that he was easily able to start using it without having to consult a manual. And he can run the solution's intuitive, graphical console anywhere—not just on one of the servers that Availability is protecting.
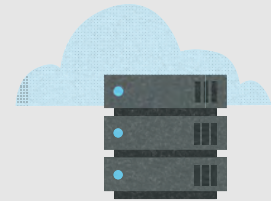
Summing up, Klein said, "You know what the coolest benefit is—beside the fact that it will save your bacon? The coolest benefit is that the machine you end up with after a failure is the exact machine you had before the failure. Any scripts you had, anything you put on your desktop without thinking about it—full server replication brings all that stuff over so you won't lose it."

Contact us to learn more

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Results
- Ensures thoroughly accurate replication
- Protects against application downtime
- Requires minimal bandwidth
- Provides peace of mind

Technologies

Software:
- Carbonite DoubleTake Availability
- Microsoft Windows Server®
- Barryhund custom-developed software

Hardware:
- Dell servers