



site2
go beyond compliance

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PROTECTING LOGISTICAL INFORMATION

Industry **Transportation**
Solution **Business Continuity as a Service (BCaaS)**
 Software-as-a-Service (SaaS)

About the Customer

Regional transit and motorcoach company, providing services to the east coast, from New York to Florida, for over 100 years.

Overview

The IT Director was searching for a managed solution that still allowed him to stay in control of his company's information. On one hand, providers had pitched generic/off-the-shelf backup tools which required time consuming "do-it yourself" work. On the other hand, other providers offered solutions that prevented the customer from performing adhoc monitoring and testing of the solution. Site2 took a comprehensive approach.

Business Drivers (Need)

1. On-Site and Offsite backup of all business servers due to headquarters being located in a flood zone.
2. Immediate fail-over/recoverability of their critical emails systems.
3. Server fail-over for the remaining key systems (less than 6-hour Recovery Time Objective (RTO)).
4. Standby recovery servers for less critical components (6 - 24 hour RTO).

Key Business Factors

Site2 inventoried and categorized the customers systems into three categories - critical, high and low importance. Understanding that the customer's biggest pain point during a disaster would be the loss of their email system, Site2 proposed an implemented an Hosted Microsoft Exchange email platform. This solution helped to ensure that their critical emails would continue flowing in the wake of a disaster. For their high priority systems, Site2 replicated their virtual machines to a warm standby VMware environment. This would allow the customer to fail-over one or more servers quickly in a disaster scenario. For their low priority servers, Site2 provided off-site backup with cold standby VM's for recovery in 24 hours. The three tiered approach succeeded at meeting the customer's goals and objectives.