

FEDERAL GOVERNMENT IT PROVIDER EMBARKS ON ZERO DOWNTIME MISSION

Constant Operations and Communication Critical During Wartime

At times of war and of peace, the Department of Defense and other federal government agencies often rely on the expertise of outside providers to ensure that information technology critical to the security of the nation, is always in working order.

Centurum, Inc. is one of these IT providers. The company is at the center of multiple federal government agencies' efforts to build and deploy effective worldwide wired and wireless Netcentric communications solutions. The government's Netcentric initiative is a continuously-evolving, complex community of people, devices, information and services interconnected by a communications network designed to achieve optimal benefit of resources and better synchronization of events.

With offices in Charleston S.C., Washington D.C., Norfolk, Va., Tampa, Fla. and San Diego, Calif., Centurum employees are never far from the organizations they serve – various federal government department and agency headquarters, the Department of Defense Echelon II and III Commanders and Department of the Navy fleet concentration areas.

In 2004, Centurum was created from the merger of three commonly-owned, affiliated companies. Now under one corporate umbrella, these companies each exist as separate business units: Centurum Technical Solutions, Centurum Information Technology and Centurum Information Operations. Bringing the companies together with disparate systems in place and unifying them was a challenge for the Centurum IT team whose obligation was to ensure that all systems operated at full capacity without a moment's pause.

REMOVING LUCK FROM THE EQUATION

As part of the overall technology plan for the newly formed entity, Centurum's IT department was chartered with a company wide migration. After an audit of the data center and systems, the department also decided it was time to put a disaster recovery solution in place to protect Centurum's valuable applications and data and to protect the communication flow that is critical to its clients. Centurum provides information technology to a wide spectrum of Department of Defense and other federal government agencies' mission-critical network and communications requirements and downtime is not an option.



DESCRIPTION

IT provider to multiple federal government agencies trying to deploy worldwide communications solutions.

CHALLENGES

Bringing three affiliated companies together under one corporate umbrella, without application downtime.

SOLUTION

Neverfail for Exchange, Neverfail for SQL Server.

RESULTS

Continuous availability, better customer service, improved internal communications

“Deploying and managing IT systems is Centurum’s business and for such highly regulated and crucial customers, there is no tolerance for downtime of any kind,” said Perry Golden, senior systems engineer, Centurum. “Prior to the migration, we were essentially relying on luck to keep things running smoothly.”

Working together, the IT team began the evaluation process; they were searching for a solution that supported WAN-based disaster recovery over T1 lines to keep costs down. A strong vendor relationship with Microsoft also was important, as well as a laundry list of features to ensure availability.

Centurum evaluated several products and was impressed with the Neverfail solutions. Ultimately, Neverfail for Microsoft® Exchange won the evaluation process and Centurum implemented it to protect its email server environments that are so important for constant communication. Centurum also selected Neverfail for Microsoft® SQL Server to protect its rapidly evolving network of databases.

“When researching the continuity of operations products on the market, Neverfail met our unique needs at a great price point,” said Terry Hebert, senior corporate network administrator.

FAILURE IS NOT AN OPTION

Given the sensitivity of Centurum’s business, Golden and his team decided to tackle the implementation themselves rather than hiring an outside integrator.

“We were extremely impressed with the elegance of the Neverfail products and the knowledge of the support staff,” Golden continued. “We have a small IT department to support a large governmental organization. Working closely with Neverfail support staff, we were able to get the system up and running within three days.”

Shortly after implementation, Neverfail was put to the test when Centurum experienced a power outage. Within seconds, Golden and his team were able to failover to the secondary system in Virginia and ensure business continuity with zero loss of data. The servers were synched up immediately ensuring continuity of all communications with no loss of email or related data.

“I can’t stress enough that we have zero tolerance for downtime. With Neverfail solutions in place, we are confident that our applications are protected and assured that our business processes are safe, no matter what.”

Perry Golden
Director, Information Technology

ABOUT NEVERFAIL

Neverfail enables businesses to achieve 100% uptime through the world’s most resilient business continuity and secondary storage solutions. Made for mission-critical businesses, Neverfail solutions mitigate the risk of downtime in the face of any potential outage. By delivering seamless business continuity, we empower our partners and clients to realize their full potential without the risk of downtime.

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