

J O HAMBRO CAPITAL MANAGEMENT TURNS TO NEVERFAIL FOR GUARANTEED RESILIENCE

J O Hambro Capital Management (JOHCM) is an international asset manager providing specialist long and short-term fund management and quality risk assessments to experienced investors. This includes private banks, family offices, funds, sophisticated private investors and professional intermediaries.

Established in 1993, JOHCM employs 93 staff in the UK, distributing funds across the USA, Europe and Australia and controlling an asset portfolio which today stands at £8bn (€9.1bn) including property. Recognized for its robust performance across the fund range, JOHCM was named European Asset Management Company of the Year (assets under €20 billion), representing the firm's well respected position within the financial services industry.

THE CHALLENGING FACE OF DOWNTIME

JOHCM relies on regular and open communications between fund managers and investors to maintain capital growth and develop investment portfolios. Unimpeded access to critical customer and transaction data has therefore always been a priority, but in the past, JOHCM was able to rely on third party affiliates such as Bloomberg to display this critical customer data, even if internal IT systems were to fail. For this reason, the disaster recovery (DR) plan was able to be fairly flexible, and a six hour window of IT downtime could be accommodated.

The solution in place to support this DR plan was built upon VMware vCenter Site Recovery Manager™, and was configured to replicate six critical applications to a secondary data center via snapshots of the primary application environment.

A substantial change to the company's DR requirements came when a sister company, James Hambro & Partners (JH&P), was established. A number of bespoke critical applications were added to the IT portfolio, and the six hour downtime window supported by the VMware solution was no longer adequate.

Guaranteed uptime of critical applications from tailored internal portals to Microsoft® Exchange and BlackBerry® Enterprise Server became an essential business requirement. Stringent service level agreements (SLAs) between JOHCM, JH&P and customers further served to reiterate the importance of business continuity. To verify the organization's ability to continually support critical services in the event of an IT failure as laid out by these SLAs, AAF accreditation from Ernst & Young was needed. To



HEADQUARTERS

London, England

SERVICES

Financial Services

CRITICAL NEEDS

DR requirements changed and a more robust solution was needed to address Service Level Agreements and meet customer expectations.

SOLUTION

Neverfail Continuous Availability Software, protecting both traditional and custom applications

RESULTS

Guaranteed application and service uptime, ensuring that investment portfolios can continue to grow, while supporting business and end user efficiency

meet the criteria laid out by the AAF, a full DR migration proving JOHCM's ability to failover to the DR site at the click of a button was expected. This accreditation was essential to JOHCM's competitive positioning, and the business' ability to attract new corporate and private investors.

Developments to the DR plan were largely driven from the end-user perspective. As an increasingly complex web of applications were required to provide up-to-the-second information on funds and sales data, it was critical that JOHCM put provisions in place to keep those applications working to allow staff to carry out their work effectively.

The capability for instant failover to the secondary site became a key requirement for JOHCM, but stretching the existing VMware Site Recovery Manager cluster and extending the communications links between the primary and secondary sites was not cost efficient, and could not guarantee the seamless failover that was needed. With business needs demanding a more robust solution, it was JOHCM's responsibility to provide a cost effective, quality solution that could address the businesses bespoke and evolving business needs with minimal disruption to end-user workflow.

THE SOLUTION

After concluding that the existing VMware solution was unable to support the business' changing continuity requirements, Selection Services undertook an assessment of alternative solutions and opted to implement Neverfail's Continuous Availability Suite to protect the primary Exchange, SQL, SharePoint, IIS, File Server, Oracle, Sage SalesLogix environments, as well as additional custom applications.

Neverfail vXtender and Neverfail WANSmart™ technology were also implemented to optimize control of the failover across the WAN, meaning that whether a failure occurs in the operating system, hardware component, software application, or somewhere within the network, the business will always be online.

JOHCM's primary datacenter was virtualized as well with Neverfail, and now both traditional and custom applications run synchronously at the business' secondary data center site in London's Docklands.

"Before Neverfail, making the decision to failover to the secondary site was a tricky one, as we had to be prepared for the systems to be up to six hours out of step. Now, the decision is simple; applications can be seamlessly transferred to the DR site in the event of an outage or even for ad-hoc maintenance work without disruption to everyday workflows."

Lisa Corden
Head of Technology, J O Hambro

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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