



Tao Admin Corp

Business Impact Summary



Business

Tao Admin Corp of Toronto, a member of the Tao Group of Companies, is the largest independent structured products administration firm in Canada, with over \$4 billion in assets under its administration. Tao Admin offers consulting services for structured finance asset management and administration, providing guidance through the challenges of managing complex financial products. Services include Structured Product Administration, Alternative Asset Administration, and RMBS/CMBS Administration.

“Asset management is extremely time-sensitive, and in order to provide service and coverage to our clients worldwide, there is a need to be fully operational 7x24x365,” explains Chris Pocock, VP and Head of Risk Management, Tao Admin. “Our clients have an expectation that not only our asset management systems be available at all times, but that our internal staff be able to support their needs – without interruption or loss of any data or files. This in turn, means a heavy reliance on our internal servers running our email and file stores. “Any downtime would have an immediate and negative impact, as the entire business is based on real-time intelligence and customer communications,” said Pocock.

Looking for guaranteed business continuity within an affordable subscription-based model, Tao Admin turned to Geminare, a leading provider in the Cloud Recovery as a Service space, to ensure continuous availability of its email Exchange and office File servers.



Challenge

In early July 2010, the Toronto downtown core experienced a massive power outage affecting several city blocks for more than six hours, occurring at the end of a weekday. Most of the major office towers were shut down and users, including the staff of Tao Admin, found themselves walking down lengthy exit stairwells. Immediately, Tao's UPS systems kicked in preventing the critical servers from unexpectedly shutting off. However when the power was not restored after 10 minutes, it was clear that the UPS systems would likely soon fail, bringing the production systems down as well. Tao staff contacted Geminare to inform them that a failover of their production servers to the cloud environment was required immediately.

Solution

Geminare responded rapidly by initiating the required failovers, and within minutes user traffic to the Tao Exchange and File servers was redirected to the live cloud environment. Tao employees were able to leave work confident that a costly business disaster had been averted. During the entire outage, Tao ran seamlessly on the replica cloud servers, conducting "business as usual."

Early the next morning power was restored and the production servers were again online, and the failback process was as simple as synchronizing any new data generated since the failover, and then re-directing traffic back to the production environment. This final step was fully automated and took only a few minutes. Users on the network were unaware that the process was even taking place.

Employees arrived shortly thereafter and began running off of the production servers. Most had no idea that they had been operating from a replica environment at all as service performance had remained high, and any data they had added or altered since the power outage had been synchronized back to the production environment.

Result

Geminare's Cloud Recovery Failover and Failback processes worked as expected – automatically and seamlessly. Tao's IT team members were not impacted in any way due to the downtown blackout, nor were Tao's clients. Tao employees continued working from off-site locations, emails flowed in and outbound continuously, no data was lost and business was not interrupted.

Most importantly, Tao was able to maintain its reputation as a trusted, reliable partner who can be counted on to be available 24x7. Tao's clients received no "message undeliverable" flags and there were no signs of service degradation - Tao continued to run its quality business as usual.