Cable & Wireless Business Solutions: Superior Data Recovery through DRaaS Technology

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By Aishwarya Kannan
& Wireless Business Solutions ensures data and information security, staying connected and productive through any disaster.

Tracing back to 1860s, the company offers a portfolio of solutions that enable organizations of any size achieve their business continuity goals instantly. A result of the merger between Columbus Business Solutions and Cable & Wireless Communications (CWC), the company provides next-generation of cost-effective solutions for data back up and security. "For years, disaster recovery and business continuity solutions were seen as a major drain in most companies. We are focusing on our efforts to change this perception," explains John Madari, Business President, Cable and Wireless. This also involves flexibility to use the environment to recover from stress situations such as problems of performance in production, maintenance, run batch applications, run reports and BI applications," he adds.

Weaving Easy-to-Use, High Performance Networks

The recent large-scale outages of the world's biggest clouds like Google and Microsoft Azure has resulted in several impediments including inability to access data and some systems due to insufficient disaster recovery plans. "No matter where the system is hosted or what technology stack one uses, services can get interrupted and customers potentially cannot to use the system," says Madari. Being vigilant to these challenges, CWC fashioned that businesses need solutions that ensure easy and cost-effective backup up of important data and security of applications. With an impeccable track record and a growing list of highly satisfied users in the Caribbean and Latin American (LATAM) markets, the company's DRaaS solution is one of the most comprehensive managed solutions today. The solution works on any timeline and features an easy-to-use, secure online portal that enables organizations to manage and track real-time activity and system's health, ensuring security. The company also offers the high-performance networks, products and solutions, including comprehensive IT services, cloud solutions, and mobile business solutions, while empowering the "Internet of Things."

Additionally, the company's business continuity as a service (BCaaS) portfolio allows organizations to conduct business as usual during unexpected server failures, or planned downtime, through auto-failure and redirection of users to replica servers located in the company's secure cloud. CWC’s seamless replication protects business by replicating critical servers, operating systems, supported applications, and end-user data to a 24/7 accessible cloud environment. In case of a server failure, scheduled down time or complete site loss, the seamless replication service automatically redirects data and users to the company’s cloud replica servers.

Our cloud continuity addresses business continuity and disaster recovery requirements, no matter how critical the client’s applications are via a mouse click, consistency around the clock availability. It also helps in reducing risk of failure during maintenance and test operating system changes before implementing in production environment. The company’s cloud continuity software also offers online backup and retrieval system for both physical and virtual servers, as well as desktops and laptops with its easy backup functionality. Moreover, CWC’s rapid backup recovery servers links the production servers to a standby restore-ready server in the company’s secure cloud, giving clients the ability to quickly restore applications following an outage.

Catering to the unique needs of customers over the years is CWC’s Oracle Standard Edition Disaster Recovery solution. "As a turnkey solution for easy creation and management of standby databases for Oracle Standard Edition, our solution includes hardware, software, management, data center infrastructure as well as the network," asserts Madari. The company’s standby matches Oracle Data Guard features such as failover, graceful switchover, Real Application Cluster (RAC), Automated Storage Management (ASM), and Oracle Managed Files (OMF). It also includes several advanced features including compression, monitoring, and encryption for archive log transportation.

Monitor, Report, and Manage Performance

Supported by a team of dedicated and well-trained professionals, CWC’s service is backed by a 24 hour network operating center with the ability to monitor report and manage performance. In a case study, Des Plaines—a cooperative association of more than 2,000 associates who produce and sell daily products and derivatives faced challenges of consolidating their entire operations in the dynamic market. In order to do this, the company had to address three technological challenges. Firstly, the client’s data center had to be replaced in order to provide nimble computing and communication solutions throughout the company’s sites. Secondly, the client wanted to evolve from the typical technology procurement scenarios to a full and integrated solution as-a-service. Additionally, the client also wished to create an alternative site to guarantee business continuity upon a disaster situation.

To solve this impediment, the client used CWC’s service-based virtualized model. The company offered a broadband network to the client that provided communication tools, access to back office functions as well as different modules of an ERP system, and mobile applications. Technological resources were also allocated and managed based on the client’s needs, along with backing up critical business activities. As a result, the client had a safe and stable undersea fiber network in the region where they operate.

While the future of CWC looks bright, the company is focused on finding innovative solutions to solve the client’s disaster recovery challenges. CWC is keen on prioritizing its secure online portal that ensures security of important data and information. The company has also teamed up with global business solution providers including Avara, Blackberry, and Juniper to retrofit offices with new state-of-the-art technology.

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