

Collar Capital Case Study

New, easy to use, business continuity service restores complex IT systems in minutes

“The Plan B service exceeded my expectations – it works first time, with no maddening configuration problems – this is really un-heard of and had my team singing its praises.” Matt Ware, Coller Capital

Coller Capital is a leading global investor in private equity secondaries with approximately \$8bn under management. The company acquires positions in venture capital, buyout and mezzanine funds, together with portfolios of companies or stakes in companies, from institutions, corporates, government bodies and family offices. Coller Capital has offices in London, New York and Singapore.

Finding a no-fuss alternative

Coller Capital needed to find a more effective, no-fuss, on-budget, business continuity alternative to replace its labour intensive system. The company's year-long search finally ended when it approached Plan B, providers of a fully managed, virtualisation-based business continuity and recovery service.

Although Plan B's service sounded compelling, Matt Ware, Head of Core Services at Coller Capital, wanted further proof that it was easy to employ and could quickly restore his complex systems in the event of an incident.

Ware explained, “We chose Plan B's service for the simple reason that if it did what they claimed then it would resolve a long standing business continuity issue that was hanging over us. The challenge was how to give our users access to the newly invoked recovery network with as little fuss as possible.”

Plan B offered Coller Capital a 30 day free trial, involving the protection of a portion of Coller Capital's IT infrastructure, supporting its SharePoint, CRM +AD controller and a SQL Server.

To set this up, Plan B sent Coller Capital an intelligent snapshotting appliance that plugs into its network and automatically takes copies of its IT systems - without any need for further IT staff assistance or disruption. The image copies are then sent securely to a Plan B data centre, where physical to virtual conversion technology ensures that they run on their virtualised servers.

The newly created system images (rescue images) are automatically tested by Plan B to guarantee that, in the event of a system outage, they will boot up without trouble and be quickly available for Coller Capital.

“A lot of companies claim to do this kind of thing but in reality there is so much fuss getting the services running. All we did was install an appliance and set it running, 2 days later, once the data had transferred, we were up and running,” Said Ware.

Breathtaking Results

The moment of truth arrived when Coller Capital requested a full test recovery of its systems. This only took Plan B 30 minutes to complete. Coller Capital's engineering team were amazed by the fact that each machine booted up, recognised each other and delivered the same performance as the working systems of their live environment.

Ware added, “When we first fired the service up it actually took our breath away, not only did it do as advertised but with such ease that we were so shocked we called in half the engineering team to try and prove it was some kind of smoke and mirrors demonstration. They discovered that our network was virtualised perfectly and using our live data from the night before. All in 30 minutes flat.”

Following this success, the Plan B service was expanded to protect all of Collier Capital's eleven critical systems.

"What we like most is the sheer simplicity of the initial set up and the lack of any further input required to keep the service working. The total ease of use of the service means that it is a set and forget solution - which means there one less thing I have to worry about. Invocation is a phone call away and the support staff at Plan B are fantastically helpful and willing to try new uses for the service," said Ware

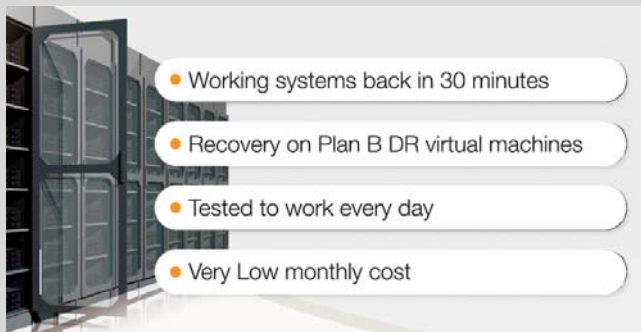
As well as protecting Collier Capital's business systems, the service has been useful in providing a safe IT systems test environment. This means that Collier Capital can resolve IT issues quickly and cheaply - with no impact on the normal business operations.

Ware explained, "To address a recent issue with our CRM system, we simply invoked the DR version – allowing our developers to identify the errors and deploy and test a fix to the 'cloned' live environment."

Ware added, "Plan B now provides our business with complete business continuity and peace of mind – we are confident that we can carry on business as normal even if we experience a major outage. The service represents incredible value for money, I would recommend this product every day of the week and twice on Sunday."

Why not protect your company with a Plan B?

Plan B offer a fully managed disaster recovery service that is tested every day, and will give you back your working systems within around 30 minutes, running on our remote virtual servers. It's amazingly quick and easy to setup, needs no ongoing support and includes a local file backup feature.



However the advantages don't stop there. Plan B's service is also very cost-effective and charged monthly – we're very highly automated, so we don't have to spend a lot of engineering overhead per system we protect, and because we can split the hardware costs across multiple customers, we don't have to charge a lot for that, either.

If you would like to make sure your business has a Plan B in the event of a disaster, then why not contact us for a free evaluation.

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