

Business Continuity for Critical Applications

Arkwright, Inc., a 194 year old Paper Products Manufacturer, that provides digital imaging materials to meet the needs of the Narrow and Wide Format Markets, is headquartered in Fiskeville, RI. The company has maintained its leadership position in the industry by providing “best total value” products and continuous investments in core sciences and technology that help sustain its first-rate customer service.

In order to maintain its leadership position, Arkwright Senior Management was looking for ways to improve its ability to run its Business Critical Applications with reliability. It was time to develop a strategy that would ensure 24x7 access to business critical applications with High Availability and Disaster Recovery in all of its domestic and international locations.

At the time, Arkwright was running one AS/400 using SSA’s BPCS (Business Planning and Control Systems) ERP

The challenge was to be able to run Business Critical Applications with High-Availability and Disaster Recovery in a 24 x 7 environment at all Arkwright locations.

package, in addition to numerous application servers, supporting various software application packages including, EDI, DBQ, Forms Management, Lotus Notes, ADC, & MQ Series. Whether a planned or unplanned downtime event, Arkwright’s sites and distribution centers needed to recover as quickly as possible. This task would be

“Now, instead of being off-line from 4-8 hours to perform a software upgrade, or hardware installation, we can switch to the target system, update the source machine, run production on the target system and switch back when the upgrade or hardware installation has been completed, usually in about 20 minutes. Arkwright has renewed confidence that they can provide high system availability for the long term.”

Joe Checralah, Manager, Information Services, Arkwright, Inc.



Arkwright has enjoyed an exceptional reputation for delivering as promised and takes great pride in providing value to its customers through a strong combination of innovation, manufacturing, information, product support and logistics.

consuming between 12 to 24 hours for turnaround. Unacceptable.

Part of the problem was that the Arkwright’s mission critical applications (BPCS and EDI) relied on being retrieved and restored via a Back-Up System Tape, along with Daily “Save Change” Backups, after arrival of a “within 24 hour delivery” of a portable AS/400.

To solve this undesirable situation, Arkwright’s IS Group led the hunt to choose an application package with suitable features/functions, that also provided a total business solution that met business requirements.

Arkwright knew they needed a solution that would accommodate their recovery objectives, require little or no data loss and less than 4 hours to recover. The only solution that would meet the corporate objective was an off site replication service. This would allow users to be pointed to a replica off site to achieve 24/7 availability and provide a robust disaster recovery scenario.

After methodical consideration of all options within Arkwright’s current technology environment and careful review of competitive alternatives, Arkwright determined that **Application Design Services’** (ADS) customized Business Continuity solution, using its

best-in-class MIMIX™ technology, provided the best solution.

The planning and implementation process begins and Arkwright completes the Planning Report, Defines the Project and Goals, Creates a Project Plan, and Creates a Switch Document.

According to Joe Checralah, Manager Information Services at Arkwright, “ADS has

“The ADS Business Continuity Solution ensures 24x7 access to mission critical applications.”

provided superior technical support with the initial setup and on-going maintenance. We performed tests on the BPCS Applications as well as BPCS Data Verification between the Source and Target AS400.”

“The implementation was painless and MIMIX has proven to be a smooth reliable application giving us the ability to “Switch” in 20 -30 minutes. This more than meets the corporate objective for recovery time”, explained Checralah.

“This project would not have been possible or successful without the hard work and support of the many dedicated individuals from all of the locations throughout the United States. All worked toward the single goal of implementing a business systems solution to provide a High Availability business environment, poised to move into a Disaster Recovery mode in the event of an unforeseen incident.” **Joe Checralah**

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