



LONDON CLUBS INTERNATIONAL

Project summary:

With detailed information on over 300,000 customers stored on its CRM system, London Clubs International needed an effective disaster recovery solution that securely guaranteed business continuity in the event of a system failure.

Virtual environment experts, Virtek implemented Quest vReplicator, removing dependency on tape-based methods and eliminating expensive and inefficient traditional replication processes by providing a simple, fast, 'set-it-and-forget-it' disaster recovery solution.

By partnering with Virtek, LCI knew that the solution would be correctly set up, vastly improving and streamlining the entire CRM back-up process and assuring complete confidence in back-up and disaster recovery procedures.

“We now have complete confidence in our back-up and disaster recovery procedures and are secure in the knowledge that our data and systems remain available, even in the event of a major failure. When we partner with Virtek we can trust them to get it right!”

Charles Rayer
IT Manager
London Clubs International

Safeguarding a valuable business asset

London Clubs International (LCI), part of Caesars Entertainment, is one of Europe's leading casino companies and offers a diverse portfolio of entertainment, gaming, restaurants and bars at locations throughout the United Kingdom, South Africa and Egypt. LCI is best known for being the host of the World Series of Poker Europe (WSOPE) - the most prestigious poker tournament in the world.

With detailed information on over 300,000 customers stored on its CRM System, LCI was acutely aware of the serious repercussions that could result from a system failure. “Our customers are one of our most important assets and the CRM system is crucial to our business,” explained Charles Rayer, LCI's IT Manager. “We performed regular backups of the data to an off-site location but this was undertaken on a manual basis, took quite some time to complete and was not really efficient. We needed an effective disaster recovery solution that would guarantee business continuity in the event of any systems failure.”

For the past 2 years, LCI has partnered with Virtek for a range of VMware solutions: “As an organisation, we recognise the benefits that virtualised environments deliver and value the advice, support and technical expertise that Virtek brings to the table,” continued Charles Rayer. “Virtek are the virtual environment experts; they know databases and it just made sound economic and technical sense to partner with them for this business critical project.”

Partnering with the experts

As a leading UK specialist in the design and implementation of high availability and disaster recovery solutions, Virtek has years of experience in delivering and supporting complex, mission critical solutions to some of the world's largest organisations. “We work with the leading technology vendors of both hardware and software to enable us to deliver a highly resilient architecture that our clients can depend on for fault tolerance and minimum down-time,” explained Jason Clark, Virtek's Managing Director.

For support and system compatibility reasons, LCI needed an SQL-based disaster recovery solution and following detailed analysis of the group's immediate and longer term objectives, Virtek recommended that LCI adopt Quest vReplicator. “Quest (formerly VizionCore) vReplicator is part of Quest's market-leading image-protection software portfolio, and was developed specifically for creating exact replicas of Virtual Machine (VM) images across local and wide-area networks,” continued Jason. “The entire virtual machine, including OS, patches, applications and data is replicated, whether it's on the same site, or geographically split.

Benefits:

- Partnership with Virtek delivers external expertise and specialist knowledge
- Solution based on latest virtualisation technologies, backed-up by Virtek's expertise in implementing and supporting complex, mission critical disaster recovery solutions
- Quest vReplicator intelligently manages replication and validates data to ensure rapid and efficient recovery
- Solution simplifies disaster recovery procedures, enabling quick, cost effective recovery on- or off-site
- LCI now has far better control and management of mission critical CRM back-up and complete confidence in back-up and disaster recovery procedures, secure in the knowledge that data and systems remain available, even in the event of a major failure

This reduces overall downtime and administrative overhead as patches and updates need only be applied once to the running virtual machine. And, unlike SAN LUN replication technology, you can be selective over which systems you want to replicate, saving valuable bandwidth and storage costs.

This Quest solution would allow LCI to avoid dependency on tape-based methods and eliminate expensive and inefficient traditional replication methods by providing simple, fast, 'set-it-and-forget-it' disaster recovery for their VMware environments."

Having already evaluated other potential technologies, LCI agreed with the proposed solution and asked Virtek to manage the implementation of their new back-up and disaster recovery solution.

Confidence and peace-of-mind

"With a strong in-house IT team we could probably have undertaken the implementation internally, but this would have meant diverting our focus from other, equally important projects," said Charles. "For LCI, this was an extremely important venture and we wanted the peace-of-mind and confidence factors that come from partnering with the experts."

Working closely with the LCI IT team, Virtek installed, configured and tested the Quest vReplicator solution before handing it over to LCI. As a part of the management aspects of the project, Virtek maintained a high level of knowledge transfer to the LCI team, provided an overview of the working solution, and ensured that LCI was able to administer the system internally.

Now live, LCI's new Quest vReplicator-based business continuity and disaster recovery solution has exceeded Charles Rayer's expectations. "The entire project proceeded very smoothly, on-time and to budget," commented Charles. "Virtek has been an exemplary partner and worked with us to ensure that we were able to manage the solution without any difficulties. Even when we had a subsequent issue with a replication failure, Virtek's technicians were on hand and got the system up and running very quickly."

Trust Virtek to get it right

LCI is currently evaluating the advantages of additional virtualisation projects and expects to partner with Virtek again in the near future.

"By partnering with Virtek we knew that our solution would be correctly set up, vastly improving and streamlining our entire CRM back-up process," concluded Charles. "We now have complete confidence in our back-up and disaster recovery procedures and are secure in the knowledge that our data and systems remain secure and available, even in the event of a major failure. When we partner with Virtek we can trust them to get it right!"

The deployed technologies include:



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