



CASE STUDY

Frontier Continuity Service is the perfect host

Organisation Profile:

Fujifilm Diosynth is one of the world's leading contract manufacturing organisations for the biopharmaceutical industry.

Business Situation:

The organisation has to meet stringent industry regulations and client requirements for business continuity. They were looking for a cost-effective, real time replication disaster recovery solution.

The Solution:

Frontier Continuity Service

Key Benefits:

- Fujifilm fulfilled their compliance and customer business continuity requirements
- Non-stop user accessibility even during planned maintenance
- No management overhead is incurred
- No second site is required
- No up-front costs



Fujifilm Diosynth Biotechnologies offers process development and drug manufacturing facilities and services, working with biotechnology and pharmaceutical companies to help them develop and manufacture a broad range of innovative products to improve human and animal health. Business Continuity is extremely important to the organisation, as a manufacturer of pharmaceutical products they must show that they have a disaster recovery plan in place. Furthermore, the impact of unscheduled downtime would affect profitability and require additional investment in order to deal with the aftermath.

Fujifilm Diosynth Biotechnologies recently moved its data centre to its manufacturing facility in Billingham, UK and completely redesigned its infrastructure to incorporate both physical and virtual (VMware) environments, as not all applications are supported by the application vendor on a virtual platform. With their existing "ship-to-site" disaster recovery contract coming to an end, the challenge was to find a solution that provided disaster recovery for both the physical and virtual worlds while improving Recovery Time Objectives.

"We know that recovery in the event of a system or location incident is only as good as the last backup that has been taken. Looking at the options, approaches based on snapshots or scheduled backups would leave us with a hole in our data that would be unacceptable. When we understood the significant benefits we could gain from real-time protection in reducing not only our target recovery time objective but also recovery point objective, we were compelled to find a best-fit solution that would include this," said Campbell Kay, IT & ASV Manager of Fujifilm Diosynth Biotechnologies.

"Downtime isn't an option for us. We know that system recovery is only as good as the last backup which is why a disaster recovery solution based on real-time replication was so compelling" **Campbell Kay, IT & ASV Manager**

Fujifilm Diosynth Biotechnologies had a number of mission critical applications and considerable data that needed to be protected. Research and manufacturing relies on access to several key applications, including SAP for managing materials, manufacturing and production processes, chromatography systems that handle product analysis and several web applications. The organisation relies heavily on email, and must retain data supporting pharmaceutical research and manufacturing for a minimum of 10 years.

After comparing a number of disaster recovery solutions, Fujifilm Diosynth Biotechnologies selected Frontier Continuity Service, our private cloud disaster recovery service. It provides real-time replication and ensures high availability and disaster recovery for the company's critical applications, without the need for a second site.

Taking a phased approach to moving over to the new system, initially Frontier Continuity Service provided protection for the company's email system, file server, external facing DNS server and domain. The second phase expanded coverage to the company's SAP ECC production systems, while the third phase focused on the company's chromatography data and electronic document management systems.

"Frontier Continuity Service met our business needs perfectly. There is no upfront spend on hardware and there is minimal management overhead. We simply have a predictable rental model of payment," said Kay. "We have developed a great relationship with Frontier Technology and have already seen how much easier it is to run disaster recovery trials and tests. The Frontier team has helped us implement and test our new disaster recovery process quickly and efficiently."

Frontier Continuity Service uses Double-Take Availability to replicate Fujifilm Diosynth Biotechnologies servers to the Frontier cloud service, located at its secure data center. In the event of a production system being disrupted or taken offline for maintenance, users can be quickly switched to the secondary server and carry on as normal. Fujifilm Diosynth Biotechnologies has realised the benefits of real-time replication across its virtual and Windows environments. "We have been able to reduce our Recovery Time Objective from days to a couple of hours and our Recovery Point Objective from 24 hours to just 2 hours," stated Kay. "Frontier Continuity Service, has proved a winning choice for our business."

About Frontier Technology

Frontier Technology is a premier systems integrator and cloud computing provider, delivering business continuity, data management and compliance, application delivery and infrastructure solutions.

We focus on solutions that deliver true competitive advantage and allow your business to work smarter. Our success is fuelled by a commitment to deliver on time, to specification and to budget in order to meet our customers' requirements.



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