

# Double-Take®

by Vision Solutions®

*"We looked for a high availability product for Exchange that would be agile and cost-effective. The range of capabilities Double-Take Availability gave us was just right for us."*

Oron Bira, system administrator, Be'eri Printers

## Business Profile

Company Name:  
Be'eri Printers

Headquarters:  
Kibutz Be'eri, Israel

Industry:  
Printing and mailing services

Business Size:  
Founded in 1950, Be'eri Printers has grown to become Israel's leading supplier of advanced mailing and printing services, including security printing. Located in Kibutz Be'eri, the company has a broad customer base that spans companies in the telecommunications, utilities and financial industries, as well as government organizations.

Business Environment:

- Depends on Microsoft Exchange for collaboration and communication.
- Interactions facilitated by Exchange are critical.
- Downtime would impact business operations.

Implementation Team:  
Singular and Be'eri Printers

## Critical Issue

Be'eri Printers depends on Microsoft Exchange to facilitate interactions among employees and with customers and suppliers. Ensuring the availability of Exchange is, therefore, very important to the company.

Every organization incurs some system downtime. Whether it's a hardware failure, a natural disaster or regular system maintenance, systems will be offline occasionally. Because Be'eri Printers' internal and external collaboration and communications rely to a large extent on the availability of the company's Exchange server, the company needed a comprehensive means to prevent system downtime from impeding its ability to for employees to interact among themselves and with customers.

## Results

- Maintains a real-time hot-backup system.
- Replicates from a physical to a virtual environment.
- High availability at a low cost.
- Easy to manage and administer.

## Technologies

Software:

- Double-Take Availability
- Microsoft Windows Server 2008
- VMware
- Microsoft Exchange

Hardware:

- Dell servers

## Business Challenge

Needless to say, communications within the company and with external parties is critical for all businesses. Today, most of those communications are dependent to some extent on information systems. Microsoft Exchange is the central communications technology at Be'eri Printers. As a result, collaboration, whether internally or with customers and suppliers, would be difficult and much less productive if Exchange was unavailable.

Because of these demands on its business, Be'eri Printers can't take a chance with Exchange downtime. That presents an obvious challenge. Hardware, software and databases require regular maintenance. Unless steps are taken to prevent it, that planned maintenance can lead impede a business' operations.

In addition, unexpected events such as hardware and software failures, power outages and, to a lesser extent, natural disasters such as earthquakes, hurricanes, floods and fires can also put system availability at risk.

One of Be'eri Printers' challenges when looking for a high availability solution to protect the company's Microsoft Exchange environment was that not all high availability products support Exchange.

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## Solution

In 2011, Be'eri Printers decided that it needed a high availability solution that would better protect the continuity of its Exchange server. The solution it chose was Double-Take Availability from Vision Solutions and its Israeli business partner, Singular. One of the major reasons for this choice was Double-Take Availability's support for Microsoft Exchange.

Double-Take Availability replicates all of the company's Microsoft Exchange data from a primary server to a backup server. Its primary and backup Exchange servers employ local disks attached to Dell servers running Windows Server 2008.

Now, if the primary Exchange server is unavailable for any reason, Double-Take can quickly switch users to the backup system to minimize business interruptions.

Be'eri Printers was thoroughly sold on Double-Take Availability while using it on a trial basis. By coincidence, on the day that the company was going to make a decision about whether to buy the solution, its Exchange server crashed. Singular suggested switching users to the backup replica server until the problem could be resolved.

The switchover was performed successfully and quickly, essentially at the push of a button thanks to Double-Take Availability's one-click failover and restore feature. As a result, users suffered little downtime despite the failure of the production Exchange server.

After the problem with the primary Exchange server was rectified Singular offered to help switch users back to the production machine. However, the person at Be'eri Printers who was responsible for performing that work was busy and said he would call when he was free.

As it turned out, the offer of help wasn't necessary. Be'eri Printers easily performed the switch back to the primary server on its own, without a problem and without the need for any help from Singular or Vision Solutions.

15300 Barranca Parkway, Irvine, CA 92618  
1-800-957-4511 • 1-801-799-0300 • visionsolutions.com

