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DB Schenker safeguards Quality of Service with Arcserve RHA and Amazon Web Services Cloud

INDUSTRY: Logistics
COMPANY: DB Schenker (Australia)
EMPLOYEES: 1,200

DB Schenker is one of the world's leading providers of integrated logistics services. It offers land transport, air and ocean freight as well as comprehensive logistics solutions and global supply chain management from a single source.

CHALLENGE

DB Schenker had chosen Amazon Web Services (AWS) as their cloud-based disaster recovery (DR) site but trial technologies failed to meet its one-hour recovery time objective (RTO). DB Schenker needed a faster and more efficient DR solution to safeguard the quality of service.

SOLUTION

DB Schenker deployed Arcserve Replication & High Availability (RHA) to protect production business-critical Windows and Linux servers running on a VMware farm in their Sydney datacentre to Amazon EC2.

BENEFIT

DB Schenker is confident of quickly restoring operations in the event of an incident, which will help assure service levels for partners and customers and protect the company's reputation and revenues. Arcserve Replication & High Availability protects 60 virtual & physical servers and approximately 50 terabytes of data for DB Schenker.

BUSINESS   Integrated logistics services

With 94,000 employees and approximately 2,000 offices around the world, DB Schenker is one of the world's leading providers of integrated logistics services. It offers land transport, air and ocean freight as well as comprehensive logistics solutions and global supply chain management from a single source. DB Schenker is a Deutsche Bahn AG company.

DB Schenker Australia was established in 1962 in Sydney, and provides a complete range of international air and sea freight forwarding, together with integrated logistics services from its premises in Sydney, Melbourne, Adelaide, Brisbane, Perth and a subsidiary office in Auckland, New Zealand.

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CHALLENGE Safeguarding services and productivity

DB Schenker relies heavily on technology in order to provide seamless and efficient logistical services to its customers. The company's datacentre, consisting of approximately 300 virtual servers, is closely monitored and managed by a large internal IT team as well as by an external service provider.

In early 2016, DB Schenker took a strategic decision to leverage Amazon Web Services (AWS). In particular, it wished to transform its disaster recovery (DR) process by replicating critical workloads to AWS Elastic Compute Cloud (EC2).

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>
> *Andy Yang, Head of Infrastructure ANZ,* **DB Schenker**

However, in trialling different technologies, the company discovered that it could take an excessive duration to recover servers, which could have an unacceptable impact on users and customer service in the event of an incident. With a recovery time objective (RTO) of less than one hour, DB Schenker needed a faster and more efficient solution to work effectively with its chosen DR platform, the AWS cloud.

SOLUTION Rapid, reliable disaster recovery

DB Schenker consulted AWS, who recommended Arcserve and Cloud Ready Solutions (CRS), a value added distributor specialised in cloud migration and disaster recovery, based on strong relationships and a proven track record with both companies.

Following a presentation and demonstration, CRS provided a proof of concept (POC). Within one week CRS demonstrated the superior recovery point objective (RPO) and recovery time objective (RTO) that Arcserve Replication & High Availability (RHA) could deliver: in the semi-test environment, it took less than 30 minutes to failover a workload to an AWS EC2 replica server with a sub-second RPO (RTO <30 mins, RPO <1 second). "Arcserve RHA replicates the data changes from production directly into EBS volumes so it is ready to go, and not to S3 storage first, like a lot of other competing technologies on the market," said Nicholas Gee, Technical Director of CRS.

Andy Yang, Head of Infrastructure ANZ at DB Schenker, comments, "Arcserve RHA gave us the best possible RTO and RPO for our AWS DR site."

CRS worked with SoftwareOne to ensure the correct scope and optimal licensing agreement for providing Arcserve RHA to DB Schenker. CRS, the cloud specialist then deployed the complete solution and successfully conducted a full Assured Recovery DR test for all DB Schenker's business units, covering 10 partner sites in total. "We were able to test failover to DR without impacting our users or operations," says Yang.

> With Arcserve RHA, we can spin up a live replica of each server within approximately 30 minutes.
>
> *Andy Yang, Head of Infrastructure ANZ,* **DB Schenker**

In just two weeks, the solution was fully operational, protecting around 60 virtual & physical servers running on Windows and Linux OS, and replicating approximately 50 terabytes of data to the AWS cloud.

"Our objective was to be able to restore our entire fleet of servers within four hours," adds Yang. "With Arcserve RHA, we can spin up a live replica of each server within approximately 30 minutes."

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BENEFIT   Assuring partner and customer service levels

Arcserve RHA has enabled DB Schenker to meet and exceed its required RTO, which will enable it to safeguard service levels for its partners and customers in the event of an incident.

In addition, the logistics company is able to regularly test its DR solution at any time by leveraging Arcserve RHA's Assured Recovery Integrity Testing capability. Assured Recovery Testing provides DB Schenker an extra level of confidence in the DR Solution.

Arcserve RHA enables DB Schenker to:

- Assure quality of service
- Safeguard productivity
- Protect its reputation and revenues

"With Arcserve RHA, we know that we can restore operations with minimal downtime, protecting our business, our partners and our customers," concludes Yang.

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For more information on Arcserve, **please visit arcserve.com**