



Business Profile

Company Name:
Extrinsicica Global

Headquarters:
Oxfordshire, United Kingdom

Industry:
Information Technology

Business Environment:

- Provides enterprise-grade cloud solutions on a global basis
- Founded in 2005
- Serves a wide variety of industries
- Focuses on secure, integrated application delivery

Implementation Team:
Extrinsicica Global and Vision Solutions

"The support we received was very, very good. We had some new requirements and they got back to me very quickly with a course of action."

— Alex Loquens, Operations Manager

Critical Issue

From the outside, the cloud seems nebulous, but under the covers it's unquestionably concrete. When Extrinsicica Global needed to move one customer's data and applications from a legacy data centre to a new one, it required a tool that would allow it to complete the move quickly, easily, cost-effectively and without downtime that would affect the customer's operations.

Results

- Reduced migration time.
- Simplified migration.
- Received a high level of support.

Technologies

Software:

- Double-Take Move
- Windows Server
- VMware (old virtualisation platform)
- Hyper-V (new virtualisation platform)

Hardware:

- Dell servers (old platform)
- Cisco blade servers (new platform)

Business Challenge

The cloud looks simple from the outside. That's one of its key advantages. From the perspective of an organisation using the services of a cloud provider, the cloud is a big virtual server. Under the covers, however, there are physical and virtual servers grinding away. When Extrinsicica needed to move a customer's data and applications between servers, it required a way to do that without disrupting the customer's operations.

The migration was not just between locations, but also between different hardware—from Dell servers to Cisco blade servers—and also between different virtualisation engines—from VMware to Hyper-V.

At one time, a migration of this sort would have involved copying data and applications to offline storage, physically transporting the storage medium to the new site, loading all of the data and applications onto the new servers, and configuring the systems. That would have taken at least several hours and possibly a few days.

Extrinsicica's customer does not operate 24x7, but its downtime window is nonetheless relatively short. Consequently, that much downtime would have been unacceptable.



Solution

Double-Take Move helped Extrinsicica to reduce dramatically the time needed to complete the migration. It also all but eliminated the possibility of human errors affecting the accuracy of the migration.

Double-Take Move copies all data and applications from one server to another over telecommunication lines, creating an exact replica of the source server. That migration can occur between servers residing on different types of hardware, as well as between physical and virtual servers or between virtual servers running on different virtualisation platforms. In addition, the source servers can be on the other side of the room, or on the other side of the planet.

Once the initial replication process is complete, Double-Take Move keeps the old and new servers synchronised by replicating data changes in near real-time from the source to the target server until the new server is ready to assume responsibility for operations. This allows the new platform to be fully tested before making it the production environment.

Extrinsicica chose Double-Take Move because Alex Loquens, Operations Manager at Extrinsicica, had used Double-Take products before and had favourable experiences with them. Consequently, he felt that Double-Take Move was the best available migration tool for what Extrinsicica needed to do.

Extrinsicica began the migration from the legacy VMware-based virtual servers to the new Hyper-V-based virtual servers at 8:00 p.m. one Friday evening. By 3:00 a.m. the following morning the migration was complete and the new servers were fully tested and ready for operation.

In addition to testing the customer's applications, part of the testing process included taking snapshots of the systems, failing over to the new system, and failing back to the old system. As a result of this testing, Extrinsicica was confident that it could successfully move the customer to the new platform and manage any issues that might arise.

The migration "worked really well," reported Loquens. "Double-Take Move is straightforward, intuitive and easy to use."

Loquens also valued the support he received from Vision Solutions. "The support mechanisms were very responsive. If Vision couldn't answer a question immediately they got back to us very quickly with a solution." ... In addition, "we had some new requirements and they got back to me very quickly with a course of action."



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