VISION®
SOLUTIONS

Testimonial

"Double-Take Move allowed us to minimize downtime and fit migrations into our regular maintenance windows. And the migrations were totally seamless for our customers."

- Jon Espen Carlsen, Solution Architect, TeleComputing

Project Background

TeleComputing is a leading supplier of cloud computing, centralized IT on-demand solutions and outsourcing to the SMB market. As an early leader in the market, its success and rapid growth drove aggressive data center expansion and virtualization of its servers and infrastructure. TeleComputing initially standardized on VMware for server virtualization. But the company's ongoing commitment to excellence and market leadership recently led it to decide to adopt and implement Microsoft Cloud OS across its operations. One of the greatest challenges to reaching this goal was the migration of hundreds of servers to Hyper-V, without causing downtime for its customers.

Business Challenge

From the beginning, virtualization was Telecomputing's strategy for enabling an extremely rapid increase in service capacity while avoiding an equally massive investment in new data center hardware and facilities. But the cost of licensing the hypervisor software from VMware still grew as rapidly as their business volume.

Standardizing on Hyper-V, included free as part of Microsoft Cloud OS, would generate significant cost savings, both from eliminating separate licensing fees and from eliminating the administrative work of supporting VMware.

Still, migrating hundreds of servers presented several serious challenges.

- TeleComputing's Service Level Agreements (SLAs) with its customers are stringent, with costly penalties if downtime exceeds set limits. All the migrations, from both physical servers and VMware virtual servers to Hyper-V, had to be accomplished within extremely short maintenance windows.

- For 20 to 30 percent of TeleComputing's customers, migrations would essentially be impossible to achieve using traditional tools and methods due to aggressive, 24/7 High-Availability SLAs.

- Any migration tool used also needed to be fully integrated with Microsoft System Center 2012, to ensure streamlined administration well into the future.

Company Profile

Company name:
TeleComputing

Headquarters:
Oslo, Norway & Stockholm, Sweden

Industry:
Information Technology

Business environment:
• Founded in 1997 • Employees: 800
• Provides hosting and other IT services • More than 75,000 users

Implementation team:
TeleComputing and Microsoft

Solution

TeleComputing used Double-Take® Move™ software to migrate 700 servers with very little downtime. Leveraging Double-Take Move's full integration with Microsoft System Center, all data, applications and registry settings were copied to the new VMs in the background, while customers continued working without any interruption.

In addition, Double-Take Move ensured that all data updates applied to the production servers during the migration were continuously captured and copied to the new target servers, keeping the source and target servers synchronized in real-time until the target servers assumed the production role.

Using Double-Take Move migrations took no more than 30 minutes per server, typically including only from 2 to 15 minutes of downtime, well within the maintenance windows allowed. By comparison, traditional unload/reload migration techniques typically required from two hours to multiple days.

As Jon Espen Carlsen, solution architect at TeleComputing, explained, "Double-Take Move allowed us to minimize downtime and fit migrations into our regular maintenance windows. And the migrations were totally seamless for our customers."

Over time, the company plans to employ Double-Take Move to migrate its remaining 4,000 VMware guests and 1,500 physical servers to the Microsoft Cloud OS platform. And, by leveraging Double-Take Move's deep System Center integration, TeleComputing expects to see additional savings from focusing on the System Center suite of tools rather than managing a diverse set of virtualization products.

Results

- Reduced migration downtime to between 2 and 15 minutes, regardless of data volume. Prior to Double-Take Move, downtime was proportional to the amount of data: about 1 hour/100 GB.
- All migrations completed within the service level agreements with TeleComputing's customers.
- Reduced hardware footprint by virtualizing servers.
- Significantly reduced licensing cost by switching from VMware ESX to Microsoft Hyper-V and System Center.

Technologies

Software:
- Double-Take Move
- Windows Server
- VMware ESX
- Microsoft Cloud OS

Hardware:
Various Server Platforms