

## VMWARE CASE STUDY



Q card is a Fisher & Paykel Finance product used as an alternative to credit cards

### INDUSTRY

Financial services

### LOCATION

New Zealand

### KEY CHALLENGES

Minimise the risk of losing merchants and customers due to extended outages of key Fisher & Paykel Finance systems

### SOLUTION

Turn to VMware partner Gen-i to implement VMware vCenter Site Recovery Manager to reduce the time required to recover business-critical systems in the event of a catastrophic outage affecting one of its datacentres

### BUSINESS BENEFITS

- Ensured minimal loss of merchants, customers and earnings in the event of a disaster
- Cut recovery times from weeks to one hour, and data loss from up to a day to five minutes
- Effectively paid for licences by using VMware vCenter Site Recovery Manager to test system upgrades before deploying them into production

vmware®

**Fisher & Paykel**  
Finance

## Fisher & Paykel Finance Minimises Risk of Losing Customers and Earnings by Enhancing Disaster Recovery Capabilities

Fisher & Paykel Finance needed to reduce the risk of system outages or data loss. Helped by VMware partner Gen-i, the business implemented VMware vCenter Site Recovery Manager. This has helped slash its disaster recovery times.

Founded in 1973 as a dealer cooperative, Fisher & Paykel Finance has grown into a successful business with more than 240 employees. Headquartered in Auckland, New Zealand, Fisher & Paykel Finance is a group of companies that provides finance services to allow businesses and consumers to purchase household products and commercial services.

Fisher & Paykel Finance has also added insurance and investment products to its portfolio of offerings. The datacentre that supports the Fisher & Paykel Finance businesses runs at the company's headquarters, while a disaster recovery environment is located at a third-party datacentre 30 kilometres away.

Fisher & Paykel Finance required a resilient IT infrastructure to meet its requirements and so it implemented virtualization. It first did so in 2011 in its production datacentre to boost hardware utilisation and minimise the possibility of hardware failure. Once this project was complete, the organisation planned to improve its ability to recover its systems and information in the event of a disaster.

### The Challenge

For Fisher & Paykel Finance, experiencing extended outages or losing data can have severe consequences. "Not only do we lose income, but our reputation is severely damaged," said Glenn Reynolds, Infrastructure Manager, Fisher & Paykel Finance. The organisation has several merchants that rely on it for consumer finance. "If we had a system outage that lasted hours or days, they might

move to a new finance provider," said Reynolds. "We would then incur the cost of not doing business with them and not getting any ongoing business after we'd recovered. This could cost us significantly in lost earnings."

### The Solution

While Fisher & Paykel Finance had some physical disaster recovery systems in place, many of the applications that its merchants and customers used were not fully protected, making them vulnerable to extended outages.

"We had a number of servers in our disaster recovery location that enabled us to recover our core services, but not systems such as email or fax," said Reynolds.

Its highly manual disaster recovery environment meant Fisher & Paykel Finance measured recovery times in days or weeks. "In our physical infrastructure, we would have lost up to a day's worth of data and taken weeks to recover," said Malcolm Jenkins, Information Systems Manager, Fisher & Paykel Finance.



## VMWARE CASE STUDY

*“Gen-i implemented VMware vCenter Site Recovery Manager on time and within budget, while the product itself has minimised the risk of outages that could result in lost business.”*

Malcolm Jenkins  
Information Systems Manager  
Fisher & Paykel Finance

## VMWARE FOOTPRINT

VMware vSphere 5 with ESXi

VMware vCenter Site Recovery Manager

## APPLICATIONS VIRTUALIZED

Domain controllers, Microsoft SQL Server databases, Microsoft Exchange email, web servers, application servers, file and print servers, customer relationship management system, accounting system

## PLATFORM

Sun Fire X4600 M2 servers

HP ProLiant DL365 servers

Sun StorageTek 6140 array

“Even our core lending system took four hours to recover.”

The Fisher & Paykel Finance IS team then prepared a business case to enhance its disaster recovery capabilities. “We decided we needed to protect our VMware® cluster by implementing a system based on VMware vCenter Site Recovery Manager™,” said Jenkins. The organisation then developed a conservative, cost-neutral business case based on server replacement and licensing costs. The IS team also had to educate executives and managers about the need to recover systems such as email and fax.

Fisher & Paykel Finance opted to engage a partner to help deploy VMware vCenter Site Recovery Manager and implement a new storage area network. Based on the experience and skills that Gen-i brought to the original VMware deployment 18 months prior, the organisation had a simple choice. “Gen-i was the natural choice due to their level of expertise, and the people we dealt with there were extremely knowledgeable,” said Reynolds. “We knew they would wrap enough project management and control around the deployment that it would limit our risk exposure.”

Gen-i vindicated the organisation’s choice by completing the installation, configuration and testing in five weeks—well within its original estimate of six weeks—and doing so without incurring any production outages.

According to Fisher & Paykel Finance, the service provider met all its deliverables and generated high-quality documentation. “The control aspect of the project management was exceptional,” said Reynolds. “This gave us great confidence in the final deliverables.” Because Gen-i was able to complete the work well within budget, Fisher & Paykel Finance could also take advantage of additional training.

Now the organisation can fail systems such as Microsoft SQL Server databases, Microsoft Exchange, customer relationship management and accounting over to its secondary datacentre.

## Business Results & Benefits

Deploying VMware vCenter Site Recovery Manager has reassured the senior leadership at Fisher & Paykel Finance that the business can recover quickly in the event of a disaster, minimising the risk of losing merchants and customers to its competitors.

“We had corporate targets around recovery, but these weren’t as onerous as the ones we imposed in the statement of work we issued to Gen-i,” said Jenkins. “We knew we could achieve better.” Fisher & Paykel Finance was able to establish a one hour recovery time objective, with a maximum loss of five minutes worth of data.

Fisher & Paykel Finance has been able to extend disaster recovery protection to the critical applications used by its merchants and customers, while its core lending system can now be recovered four times as quickly. The organisation has proven its ability to meet these targets by undertaking full test runs of its disaster recovery system. It has been able to do this during business hours without affecting operations.

“We’ve always had to take outages at midnight on Sunday in the past,” said Jenkins. “We would run some quick failover tests and then bring the applications back up in our primary datacentre. Now, we can bring our servers up in their own ‘bubble’ with no impact on the business. As far as I’m concerned, that feature alone has paid for the cost of the VMware vCenter Site Recovery Manager licences.”

Fisher & Paykel Finance has also used VMware vCenter Site Recovery Manager to test upgrades. In one instance, the organisation employed the system to test its ability to deploy an emergency upgrade without disrupting production. The outcomes gave the IT team the confidence to proceed with the upgrade, which was completed without incident.

“VMware vCenter Site Recovery Manager has been worth its weight in gold—especially around functionality,” said Reynolds.

