

## Enterprise Services New Zealand

Cross-platform automation tool helps shorten disaster recovery from days to minutes

### Overview

Enterprise Services is one of the world's leading technology services companies. Enterprise Services founded information technology outsourcing more than 40 years ago. Today, Enterprise Services serves thousands of clients in more than 60 countries.

Enterprise Services' annual revenues exceed \$20 billion thanks to a results-oriented culture based on relentless innovation. Working with so many clients means they also work with every type of hardware, software and operating system in the world. Managing such technological diversity can be a challenge in the best of circumstances. In earthquake-prone New Zealand, Enterprise Services found that SMA's OpCon not only sped up operations, it reduced disaster recovery (DR) time from days to minutes.

Established in 1952, Enterprise Services founded information technology outsourcing, allowing them to become an unmatched leader in the industry.

- Thousands of clients across 60 countries
- \$20+ billion revenue each year
- A pioneer in facilities management.

CHALLENGE	SOLUTION	BENEFITS
Complex restoration processes and thousands of inter job dependencies made disaster recovery difficult and time-consuming.	OpCon supports all platforms in commercial production including Unisys systems used by government and telecom clients.	Cross platform dependencies are now easy to automate due to OpCon.
The company is based in an earthquake prone area necessitating disaster recovery preparedness at any time.	Tens of thousands of jobs and complex dependencies are codified in OpCon and the fail-over site picks up processing where the primary left off.	Due to OpCon, one person can handle disaster recovery in less than 30 minutes
There was a constant need to verify communication between two dependent failover sites.	OpCon continually monitors and communicates with every piece of equipment.	If OpCon returns an error condition, the software logs the event and notifies the appropriate individual in seconds.

“Since automating, our quality of service and accuracy have increased. And operational errors have been virtually eliminated.”

Enterprise Services Employee

## Where earthquakes are expected, failure is not an option

Enterprise Services New Zealand data centers support the country's government, banks, telecommunications company, one of the Pacific's largest dairy companies and more. Reliability is a must. And you would be hard pressed to find people that know more about it than Enterprise Services in New Zealand. The country is one of the most seismically active regions in the world.

## Disaster recovery shortened by more than 100x

"OpCon, along with some innovative EMC storage capabilities, helps us with disaster recovery," says Greg Thomas, Principal Architect for Enterprise Services. "Tens of thousands of processes and dependencies are stored on a replicated server at our failover site. If the primary goes down, we just define the alternate as active and it automatically picks up processing where the schedule was interrupted. DR used to take a team of people up to three days. Now, if needed, I could handle it myself in less than 30 minutes." "Using this technology, we've been able to narrow the gap considerably between Recovery Point Objectives (how much data loss is acceptable) and Recovery Time Objective (actual recovery time). That's crucial in disaster recovery," adds Thomas.

## Automation software also eliminates errors, improves service

Enterprise Services New Zealand originally purchased OpCon in 2000 to help automate its heterogeneous environment. OpCon was the only package that supported Unisys, an important platform for them.

"We used to have 8-10 errors per month that required calling in teams of programmers to fix. That's a hidden cost most clients don't appreciate. We've been able to eliminate those. Since automating, our quality of service and accuracy have increased. And operational errors have been virtually eliminated."

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Greg Thomas, Principal Architect

## Batch schedules compressed

"One of the big barriers to automation is complexity caused by cross-platform dependencies. We used to have multiple layers of automation. For instance, the Unisys environment was automated, IBM was automated, etc. But automating between them was difficult. Because programmers would have to build in delays as a safety cushion, you didn't get the full business value of automation," says Thomas. "Consolidating scheduling on one independent system greatly compresses our schedule because programmers no longer have to build in delays," said Thomas.

## New employees trained faster

"Another saving is in staffing; using our package, not everyone needs to understand the underlying technology. Largely, they can treat jobs, processes and schedules as objects, and focus on the business outcome that needs to be achieved. Modifying a night's processing schedule is as simple as dragging and dropping. This really simplifies staffing and speeds up scheduling. We have generic schedulers; they only need to learn one tool set."