

When Doyensys Stepped up the Game at a Business-Critical Project for a Global Engineering Company

An unwavering commitment and the zeal to exceed customer expectations have made Doyensys a reliable partner. Along the way, several customers trusted Doyensys since the initial days and showed confidence in us. Our association with them has helped us in reaching where we are today.

One such customer presented a unique problem statement to Doyensys. They wanted to create a DR (Disaster Recovery) setup for their EBS & ASCP instances in OCI IAAS servers. The catch was they wanted to do it in a short period. They wanted testing to be done with minimal downtime and without disturbing the primary databases

About the Client:

The client of Doyensys is a leader in process efficiency and energy conservation for process industry. With experience of over seven decades, they have brought to the industry several unique and innovative products and services that solve real problems. They deliver from five benchmark manufacturing facilities, including one in the UK. They have also partnered with technology leaders and pioneers in Belgium, Germany and Japan.

Problem Statement:

The customer had business-critical applications and databases, and they had been operating without a DR setup since their OCI migration. As the DR was non-existent, there was a risk of business downtime in the unfortunate scenario of something happening to the primary servers. It was the reason the customer wanted to have the DR set up at the earliest.

Project Objectives:

Broadly, the requirement came with three project deliverables.

- DR setup was to be done in a short period.
- DR Setup was to be tested without disturbing the primary databases or the application setup.
- The downtime for the primary instances had to be minimal.



Project Solution:

After understanding the customer's problem statement, Doyensys suggested following the time-tested and fail proof strategy of DR method (failover with snapshot standby). Following the snapshot standby would reduce the DR testing effort with minimal downtime.

Challenges:

The main difficulty for Doyensys was the timeline for the project. It was a short span within which the DR setup had to be created and tested.

Doyensys overcame this challenge by providing the necessary SOP, which was a tested/proven fail proof DR method, for creating the DR Setup and performing switchover with snapshot standby.

Impact:

The customer was planning to use authentic RMAN Active Duplicate for creating the DR databases. Doyensys suggested a better option of using Block Volume Backups, which was 80 times faster than the RMAN cloning.

Secondly, the customer had planned to perform a switchover between the primary and standby environments(both DB & EBS). It would have involved a lot of effort in testing, performing the switchover, validation and repeating the same steps all over again to revert the changes.

Doyensys advised them to choose failover with snapshot standby, instead of switchover. As a result, the work was done in 30 hours against the expected timeline of 40 hours.

Conclusion:

Doyensys has been consistent in providing efficient solutions to resolve critical issues or activities for our customers. With this project, we delivered beyond the expectations and helped in resolving a business-critical issue.