

# Leading communications company calls on HP StorageWorks Cluster Extension XP solution to speed recovery of e-mail services



"We had three power outages and our HP StorageWorks solution performed as well as we expected. The mail services recovered in a short time from the backup site, without any intervention from our IT staff."

– IS Operations Manager, leading mobile communications company

#### **Business need:**

A No. 1 mobile operator counts Microsoft Exchange as one of its most business-critical solutions. For that reason – as well as continuity problems with its existing cluster – the company decided to enhance the messaging system's availability.

#### **Solution overview:**

As part of a larger IT effort, the company migrated all business-critical systems to the HP StorageWorks platform. Then, to enhance availability further, HP helped the company move from a local cluster to a geographically dispersed cluster using HP StorageWorks Cluster Extension XP. As a result, the company now experiences high systems and messaging availability – with little intervention from its IT staff.

#### **Operator dials up StorageWorks software and hardware for success**

As the largest mobile operator in its country, this HP customer has more than 1,000 employees and approximately 1.3 million subscribers. The company, which relies on Microsoft® Exchange for critical communication, couldn't afford the availability problems it experienced with its existing Microsoft Exchange Server 2000 local cluster.



The mobile operator moved all of its business-critical systems to a solution that included an HP StorageWorks XP1024 disk array for production and an XP128 disk array in the backup center. HP StorageWorks Cluster Extension, which works with XP mass storage resources, helps protect against system downtime from fault, failure, or disaster by extending the single cluster to a geocluster. The software automates fail-over and fail-back between sites over metropolitan-wide distances.

An HP consultant helped the company test the solution before it concluded the project by migrating Exchange users to the geographically dispersed cluster in mid-November 2004. In addition to business-critical applications, the IT staff uses the cluster for day-to-day maintenance, including Service Packs and firmware updates.

#### **Solution recovers critical applications – with ringing success**

The mobile operator had clear expectations of its new solution: Exchange availability in a very short time if the production site goes down, with no manual steps. They soon had a chance to test their expectations – and the results satisfied them. In the months immediately following the installation, the company experienced three power outages. As hoped, the messaging services recovered in a short time from the backup site, without any intervention from the company's IT staff.

Moreover, as soon as the company solved the UPS problem, the IT staff returned the geocluster – including the storage systems – to operation by following standard procedures documented by the HP consultant. "I can say that in these critical times, the solution performed as well as we expected," affirms the IS operation manager.



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### About the company

The largest mobile operator in its country, this HP customer operates a GSM digital network and holds a Universal Mobile Telecommunications System (UMTS) license. This company offers a wide variety of voice and data services based on GSM, GPRS, SMS, and other mobile technologies.

## Challenges

- Increase system availability, especially for messaging environment
- Create a new geocluster compatible with diverse operating systems

## Solution

### Hardware

- HP StorageWorks XP1024 disk array for production and an XP128 disk array in the backup center

### Software

- Microsoft Exchange Server 2000
- Microsoft Windows®

### HP Services

- An HP consultant helped test the cluster migration and documented backup procedures

## Results

- High availability of Microsoft Exchange and other business-critical systems
- Easy manageability – with little IT intervention
- Fault resilience, thanks to solution's ability to link a geographically dispersed cluster

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