



<https://www.alwaysbestcare.com/>

THE CLIENT

Always Best Care is a leader in home care and assisted living services. It also has an active franchise operation with around 125 franchisees throughout the country. Since 1996, this home care provider has helped families with non-medical in-home care and assisted living referral services. ABC to ensure business continuity, needed a cost-effective disaster recovery solution but did not want to invest in a CAPEX model. Netsmartz had already designed their Web portal and was maintaining it when they approached us for the project.

BUSINESS REQUIREMENT

Always Best Care has helped thousands of families with non-medical in-home care and assisted living referral services. As the medical center became more dependent on technology to deliver high-quality healthcare, management realized that its data center required uninterrupted availability. ABC decided to have an

Always Best Care Senior Services gains big with our cost-effective Disaster Recovery solution

automated disaster recovery solution in an OPEX model that uses the Windows Server 2012 R2 operating system and Microsoft System Center 2012 R2 data center solutions to provide a low-cost, highly resilient DR solution.

CHALLENGES

- With businesses so dependent on technology - and with technology so often affected by weather, electrical irregularities, and other unexpected obstacles—organizations of all sizes want a technology backup plan, and a backup for the backup
- ABC had been operating their core IT asset, the Web portal with a normal backup mechanism. This became a point of concern as every time there was a small disruption in the web portal, it had to be manually restored from their latest backup which in turn meant a longer downtime

APPROACH AND SOLUTION

Netsmartz was approached by ABC to provide the appropriate solution

- Azure Site Recovery, a cloud based disaster recovery orchestration service that coordinates the replication and recovery of virtual machines across sites was a viable option
- After comparing costs, functionality, and simplicity, Netsmartz chose Azure Site Recovery as the foundation for a DR service. It was also a good fit along with the other products and services that we work with daily, so the support teams didn't have to learn new technologies
- ASR automates the replication of virtual machines based on policies that the customer sets. It coordinates and manages the ongoing replication of data by connecting to Microsoft technologies such as Hyper-V Replica, System Center 2012 R2, and Microsoft SQL Server AlwaysOn
- In the event of a site outage at the primary datacenter, ASR orchestrates an orderly recovery of services at the

secondary site, including failing over multi-tier applications in a customer-defined sequence

- Both recovery point objective (RPO) and recovery time objective (RTO) are customizable with ASR. RPO is the amount of time during which data might be lost during an IT outage, and RTO is the amount of time it takes to bring the workloads up in another datacenter. Both are important to control in the recovery of multi-tier workloads

BENEFITS

- Using Azure as the DR site eliminates the expense and complexity of building and managing a dedicated DR datacenter
- The cloud-centric DR capability also gives ABC an easy way to test DR fail over plans without affecting production workloads
- A modern data center also helps ABC IT staff members accomplish their jobs during standard business hours rather than extending into evenings and weekends

ABOUT NETSMARTZ

Headquartered in Rochester, New York, with multiple offices across the globe, Netsmartz is a CMMi3 & ISO 9001:2008 certified company. Formed over 17 years ago, we currently have more than 1000 employees, a rich experience of successfully executing 2000+ projects and working with small companies to Fortune 1000 clients.



Netsmartz Global Delivery Center, Chandigarh



ISO 9001: 2008
CERTIFIED



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