



Meeting business recovery objectives in a time and temperature-sensitive logistics environment

Hall's needs to ensure the systems that manage its business are highly available to meet the rapid turnaround times required by its clients.

Situation

Hall's Group works with businesses in the New Zealand food industry to provide temperature controlled distribution and storage solutions for a wide range of perishable goods.

Its fleet includes some of the most advanced refrigerated vehicles available on New Zealand roads, including more than 300 hard sided refrigeration trailers that have been purpose built for the local operating environment.

The business uses a centrally managed remote desktop environment to run its IT systems.

The Business Challenges

Hall's has invested in IT infrastructure to improve efficiencies and ensure it can meet its clients' specific expectations around storage, transport and delivery of temperature-sensitive perishable goods. These critical systems run from a central point using Windows Remote Desktop and cover despatch, warehousing, managed logistics (4PL), finance and payroll.

Hall's originally used tapes to backup business data and move the data offsite for secure storage. As it became more reliant on IT systems, the business identified a need to increase backup frequency and reduce the amount of time required to return to normal operations after an outage.

Options were required that would deliver:

- Reduced recovery times and less data at risk between backups to ensure any outage had minimal impact on customer inventory and delivery schedules.
- Assurance that in a crisis the business would be able to recover within its required timeframes and access additional recovery support when required, including if an issue occurred outside normal business hours.
- Ability to operate alongside Hall's external data centre environment, as its Remote Access environment is externally hosted.
- Compliance with auditor's recommendations regarding business continuity.

The Business Implications

Hall's customers deal with perishable goods that need correct handling and known schedules to ensure they reach end customers in pristine condition. Any delays caused through IT system outages are unacceptable as this could lead to significant impact on Hall's customers.

If Hall's IT environment was unavailable for any extended period the business would be unable to effectively operate leading to delays with shipping perishable goods and issues with accurate billing.



Plan B gives us peace-of-mind that we can get access to what we need to recover quickly if we have an issue.”

Colin Burrow,
Chief Information Officer for
Hall's Group

Key Outcomes

- Offsite backups with 15 minute Recovery Point Objective (RPO)
- Significantly reduced recovery timeframes
- Independently tested recovery from backup
- Access to alternate recovery hardware
- Compliance with audit recommendations



Plan B has experts on the phone when we activate who can help us through what we need to get done without needing to use our own people.”

Colin Burrow,
Chief Information Officer for
Hall's Group



The Solution & Business Benefits

Plan B provides Hall's with a business continuity solution that allows the company to better meet its recovery objectives, including:

- **Online Snapshot** to minimise data loss in the event of an outage by capturing 15-minute snapshots of Hall's data to an on-site Plan B MediaAgent. These snapshots are then copied offsite to Plan B's secure private cloud via a dedicated communications link to ensure a very recent backup is captured in the offsite environment. Hall's has also been able to add and remove servers from this system as business requirements have changed.

The Hall's team like the speed of recovery available with this service and the business is confident that it can recover at any time using recent data. The snapshot structure also means Plan B retains multiple replicas throughout the day. These can be used to troubleshoot issues occurring earlier in the day by selecting multiple snapshots to recover.

- **Backup Tape Management** to transport backup media and storage boxes between the client site and a secure, temperature controlled storage vault. Hall's stored items are currently part of a weekly schedule. The business can also request urgent delivery of specific items back from the vault if required.

Hall's utilise this service to retain financial records and archive historical data. Its tapes are collected from the data centre and the business also has a managed eject/insert service to ensure the correct tapes are in place.

- **Server Recovery Exercises** to independently test Hall's ability to recover and ensure that its backups have no unexpected issues. The resulting report process gives Hall's a good idea of the likely recovery timeframes for each server and the Hall's team can verify that the recovery has been successful on alternate hardware.

Hall's is comfortable that they are validating what the business will get back in the event of an actual recovery. The testing process ensures there will be no surprises because they can find and resolve issues before they are a problem.

- **Standby Equipment** to provide certainty that Hall's can access servers quickly to recover if the company's normal data centre environment is unavailable for any reason.

Hall's infrastructure is hosted in a Tier 3 data centre where an outage should be highly unlikely. However, the business has chosen to arrange an extra level of cover by having the option to stand up alternate Plan B hardware if ever required.

For further information, please contact Plan B:

T: +64 9 916 6054 or 0800 266 846

E: sales@planb.co.nz | W: www.planb.co.nz