



## Case Study – DRaaS - Manufacturing

# Petrochem dramatically slash the cost of DR with Disaster Recovery as a Service

The Largest Chemical Distributor in Middle East and Africa\*

\* Rated by ICIS Chemical Journal – 15-28 July 2013



### About Petrochem Middle East

Established in the year 1995 in the United Arab Emirates, the Company has fast transformed the petrochemical business in the region with its wide product range and unique service proposition. Petrochem adheres to the stringent quality, health and safety regulations and ensure safe and efficient operation at their facilities. As such A Disaster Recovery plan is of the utmost importance to them.

### The Requirement

Four years ago prior, Petrochem had implemented a in house Disaster Recovery solution. After analysing the costs they realized it had cost on average \$250,000.00 per year. Initial the solution worked well for the first year. The next year, however, after a change in personnel, they had to spend two months preparing for a DR test. Then the following year, after another change in personnel (unrelated to DR challenges) they still had to spend months preparing for the test. In the meantime, both environments needed to be kept in sync. When a capital investment was required in production, a similar investment was required in the DR environment. When a change was made to production, it had to be carried out in the DR environment as well. It became untenable to continue with a in-house DR solution and a easy to use managed DRaaS solution was sought.

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**“The problem with traditional disaster recovery solutions is that there has to be very stringent change control or management of the disaster recovery environment to ensure alignment with changes in production,” explains Raghavan Mani- CIO Petrochem**

“The traditional solutions we used were put in place at a point in time,” Raghavan continued, “We tested those systems when they were built, and they worked. But, because they weren’t actively managed with the same level of detail the production infrastructure was on a day-to-day basis, they quickly grew to be outdated and unreliable.”

### **The Outcomes BIOS brought**

BIOS implemented our ARS offering which consists of a in country (UAE) Cloud based managed Disaster Recovery as a Service (DRaaS) solution and a Remote monitoring and alerting solution on the production. The solution provided Petrochem with the following Outcomes:

- ✓ Outsource DR requirement
- ✓ Test on demand for compliance
- ✓ Provided a RPO of less than 30 seconds
- ✓ Provided a RTO of under 60 minutes
- ✓ 24x7 monitoring of replication
- ✓ 24x7 monitoring of WAN
- ✓ A DR Run book
- ✓ Managed failover and fail back
- ✓ A solution that was 100% more cost effective than doing it in house



### **The Solution**

Petrochem’s production environment included virtual machines and Microsoft Exchange. BIOS leverages a mixture of native replication on the application level and hyper-visor replication using Zerto. This tiered approach is then monitored by BIOS’s Dubai based NOC to ensure recovery SLA’s are achievable. This has allowed Petrochem to have a zero touch Disaster Recovery plan by outsourcing this function to BIOS.

***“CloudHPT’s Recovery-as-a-Service has finally solved our disaster recovery problem not just for right now, but for the future as well,” explained Raghavan. “Unlike the previous solutions we used, with DRaaS we don’t have to worry that it won’t work a year from now. We have confidence it will work when required and we can test this whenever we need which makes compliance easy”. explains Raghavan Mani- CIO Petrochem***