



Stockbridge Real Estate Funds Looks to Neverfail® for Cluster Protection

Neverfail Ensures 24x7 Availability of Mission-Critical Applications in Earthquake-Prone Zone

Stockbridge Real Estate Funds manages real estate investments throughout the U.S. and has led and participated in the development of numerous high profile commercial real estate projects, such as the redevelopment of Bay Meadows Racetrack in the San Francisco Bay Area. While headquartered in San Francisco, Stockbridge maintains regional offices in Chicago, Los Angeles and New York.

Like many small- to medium-sized companies, Stockbridge chose to focus its efforts on its core competencies and outsource IT operations to a trusted IT partner - BayNODE Technology Consulting, a San Francisco-based IT solutions consulting firm that specializes in system design, development, implementation and support. For Stockbridge, BayNODE provides a broad array of technical services, including operating and managing the 55 servers that support the company's primary IT systems.

The Need for Speed and Availability

Commercial real estate is a highly competitive business, and Stockbridge counts on the 24x7 availability of its IT systems to ensure its success in a highly competitive real estate investment market. The ability of Stockbridge's professionals to access and respond to critical information quickly is imperative to ensure its success in a competitive environment.

Stockbridge's San Francisco headquarters are located in Embarcadero Center – smack in the middle of an earthquake zone. As a result, the firm does not take

the availability of its IT systems for granted and has put a high priority on protecting those systems from disruption – whether it be caused by machine failure or Mother Nature. The company turned to BayNODE to ensure all employees have constant access to critical IT systems and applications, no matter where they are. E-mail in particular is one of the firm's most important communication tools, coupled with the ability to access critical file system content and uptime, all of which are critical for new business.

To address this growing need, BayNODE sought both a high availability (HA) and disaster recovery (DR) solution that would protect the firm's critical systems and applications including Microsoft® Exchange and various file servers containing analyst forecasting documents, contracts and new business communications.

Cem Kursunoglu, BayNODE President, had two complementary objectives for Stockbridge's IT systems:

- Ensure local HA within the San Francisco data center
- Enable automatic failover to an earthquake-safe building in Santa Rosa in the event of a site failure or disaster at the San Francisco location

Microsoft clustering technology was selected to address Kursunoglu's first objective – local high availability. The solution included:

- Windows Server 2008 Windows Server Failover Clustering (WSFC) for Stockbridge's critical file servers
- Exchange 2007 Cluster Continuous Replication (CCR) for its Exchange e-mail system

Neverfail at Work in Real Estate Development

▶ CUSTOMER

Stockbridge Real Estate Funds

▶ THE CHALLENGE

Disaster Recovery of cluster-based, mission-critical Exchange e-mail application and file servers

▶ THE SOLUTION

Neverfail ClusterProtector® for Microsoft® Exchange 2007 CCR and Windows Server 2008 WSFC

▶ THE RESULTS

- Zero downtime
- Built-in failover and replication to a remote DR site
- Seamless installation
- Excellent price performance

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In July 2008, both Windows products were tested and deployed in production and focus was placed on delivering the remote DR element.

Neverfail: Extending and Delivering Remote Cluster Protection

Kursunoglu then set out to acquire a DR product that would monitor the health of Stockbridge's clusters, replicate changes on the clustered databases to a remote site and failover to the remote site should one or both clusters fail. It was critical that the solution support the latest versions of Microsoft's WSFC and CCR, yet could deliver a completely shared-nothing architecture to guard against shared component failure and deliver integrated replication.

Kursunoglu had prior experience using Neverfail with another BayNODE customer and felt it was a perfect fit for Stockbridge. Neverfail ClusterProtector™ provided everything he needed – asynchronous replication, seamless failover and switchback, LAN and WAN protection, point-in-time rollback, continuous user connection and extensive monitoring and automation in one affordable and accessible solution. He examined other alternatives but determined they were not ready to fully support the Windows 2008 infrastructure and instead required work-around customizations rather than offering an out-of-the-box solution. "By contrast, Neverfail met all of Stockbridge's technical requirements and

was fully compatible for use with the Microsoft clustering versions already deployed," Kursunoglu said.

Price, Value and Performance

Neverfail ClusterProtector was tested and is now in production at Stockbridge. Exchange 2007 CCR and Windows 2008 WSFC are connected through a shared IBM 3600 Server and IBM Fibre Channel SAN. Offsite servers are identical. The system includes built-in failover and replicates information at its disaster recovery, power outage-resistant site in Santa Rosa.

Price/value was an obvious consideration in Kursunoglu's decision. "Neverfail's pricing was very reasonable and the value for the quality of solution delivered was excellent," he said.

BayNODE worked with the Neverfail Professional Services Team during the installation and found the team to be very knowledgeable. Kursunoglu recalls, "The installation started on a Friday and was almost completely finished over the weekend. The whole process was very smooth and reassuring."

"Neverfail Professional Services performed an excellent job and really delivered on the project requirements," said Kursunoglu. "Since the Neverfail system has been deployed, we've initiated live failovers four times, out of peak hours, and the system has performed quickly and flawlessly."

"Neverfail looks better on paper than its competitors, and it's proved to be that and more in production. It met and delivered on all of our requirements. It's very reassuring to know that we have it in place protecting our vital IT systems and ensuring employees can access them whenever and wherever they need to."

Cem Kursunoglu
President
BayNODE Technology Consulting and IT Consultant to Stockbridge Real Estate Funds

He is now seeking to actively use Neverfail products to protect other BayNODE customers and looking to deploy Neverfail to protect Stockbridge's SQL Server and BlackBerry® services in 2009.

About Neverfail

Neverfail® is a leading global software company providing continuous availability and disaster recovery for critical Windows-based applications in physical, virtual or mixed environments. Continuous availability blends high availability, disaster recovery and data protection software with best practice monitoring and automation. Neverfail's predictive approach protects businesses during both IT outages and planned maintenance. Regardless of the type of problem, from a single component failure to a full site disaster, critical business applications remain constantly available to information workers. With Neverfail, users remain continuously connected to applications such as Microsoft® Exchange, SQL Server, File Server, IIS, SharePoint, Cluster Server, VMware VirtualCenter, BlackBerry® Enterprise Server, Captaris RightFax and IBM® Lotus® Domino®. More information can be found at www.neverfailgroup.com.

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