

# Alingsås City Council safeguards its critical data with Arcserve Replication & High Availability



## CLIENT PROFILE

**Industry:** Local government  
**Organisation:** Alingsås City Council  
**Employees:** 4,000



### BUSINESS

The council is responsible for delivering local services to the 40,000 residents of the city of Alingsås in Sweden. The municipality hopes to grow its population to 42,000 by 2019.

### CHALLENGE

The council needed to modernise its operational databases, but the cost of upgrading its existing backup and recovery solution to the new platform was prohibitive. It needed an alternative solution that would be cost-effective and easy to manage.

### SOLUTION

Arcserve Replication & High Availability protects 400GB of data across six Oracle databases. Its easy-to-use and familiar Windows-like interface means the council no longer has to call on costly external resources.

### BENEFIT

The advanced solution minimises the potential for disruption by simplifying disaster recovery processes. The council is considering upgrading to Arcserve UDP across its entire organisation.



### BUSINESS

#### **A growing city, full of opportunity**

Alingsås City Council is responsible for providing a diverse range of services to the 40,000 citizens across the Municipality of Alingsås in Sweden. Council services are wide-ranging – from urban planning and maintaining roads to providing care, education and housing.

Situated 50 kilometres northwest of Gothenburg, the city's Vision 2019 sees Alingsås develop into a modern venue with small town advantages and big city opportunities. The municipality already plays a central role in Western Sweden's development and hopes to grow its population to 42,000 by 2019.

The vision highlights the municipality's strong focus on sustainability and ensuring quality of life for all its inhabitants. Main strategies include ensuring the welfare of the population of Alingsås by enhancing living, working and learning.

### CHALLENGE

#### **Delivering modern public services**

Alingsås City Council employees have become increasingly dependent on IT for carrying out their duties. To deliver the reliable, modern and sustainable services its citizens depend on, Alingsås City Council must ensure its 4,000 members of staff are able to access the systems and information they need, whenever they need them.

A crucial part of the IT infrastructure, Alingsås City Council's databases support more than 120 internal systems. These range from the financial systems to payroll systems.

The council recognised that it needed to move its critical Oracle databases to a more modern platform to accommodate increasing data volumes and take advantage of technology advancements. However the cost of the new platform using the standard vendor solution for high availability was proving prohibitive.

Bosse Häger, Systems Technician at Alingsås City Council explains, "Our legacy database platform was comprehensive and reliable, but it was also very complex and upgrading to a more modern version would be very costly. We needed to find a high availability and disaster recovery solution that was more cost efficient and easier to use."

In addition, the council had to employ costly external expertise on the rare occasions that an issue arose. This not only increased the overall cost of the solution, it could lead to delays in fixing problems and bringing vital systems back online.

To address these challenges, Alingsås City Council asked its database implementation partner, Lodon Infrastructure to recommend an alternative solution. "We wanted a disaster recovery solution that we could manage ourselves and offered the same comprehensive systems protection," adds Häger.



### SOLUTION

#### Protecting critical operational data

Having implemented numerous Arcserve solutions for a wide variety of customers, Lodon Infrastructure recommended Arcserve Replication & High Availability (RHA). “Our database partner explained how Arcserve RHA was very easy to manage, yet comprehensive and reliable and able to provide a high level of security,” reveals Häger.

Confident that Arcserve technology would safeguard its critical operational data, Alingsås City Council asked Lodon Infrastructure to design and implement a suitable solution. Working in partnership with Alingsås City Council, the council’s database partner implemented the solution in March 2015.

“The implementation was rapid and went very smoothly,” recalls Häger. “Lodon Infrastructure had a deep understanding of the High Availability solution and was able to deploy and configure it in just one day.”

The Arcserve RHA solution automatically protects 400GB of data across six Oracle databases. “Arcserve RHA automates the whole process,” adds Häger. “We receive an email alert should an Oracle database fail and the application has failed it over to a standby server.”

If ever any of the council’s primary Oracle databases fail, disruption would be minimal. Users can be reconnected to their information within fifteen minutes.

“The council maintains a standby Oracle platform that we will switch to if ever the primary Oracle solution fails,” explains Häger. “In the event of a failure, we would simply start the standby platform up and Arcserve RHA, which asynchronously replicates the changes to the databases in real-time, meaning that the data loss is kept to an absolute minimum.”

Häger also explains why Arcserve RHA’s easy-to-use interface means he no longer worries about protecting the council’s critical data when he’s not in the office: “Arcserve’s familiar Windows-like interface is easy to understand and easy to navigate. Any of my team can see the status of our replication dashboard at a glance within a single screen or even do a failover if they need to.”



Arcserve’s familiar Windows-like interface is easy to understand.

– **Bosse Häger**, Systems Technician





### BENEFIT

#### Minimising the potential for disruption

The Arcserve solution has exceeded Alingsås City Council's expectations. The robust and reliable replication and failover solution minimises the potential for disruption by simplifying the disaster recovery and business continuity processes.

"We're totally confident that Arcserve RHA will take care of our mission critical database servers," confirms Häger. "It's so easy-to-use that we can successfully manage the DR and business continuity processes ourselves."

The council is now even considering standardising on Arcserve as a single backup and recovery and high availability solution across its entire organisation by upgrading to Arcserve UDP.

By implementing Arcserve RHA, Alingsås City Council has been able to:

- Ensure the availability of its operational database servers
- Safeguard the continuity of its services
- Reduce costs associated with disaster recovery processes
- Simplify recovery management
- Minimise risk during scheduled maintenance.

"We can clearly see the potential Arcserve RHA has to offer. Its advanced features and easy-to-use interface will allow us to ensure business continuity is covered, safeguarding the quality of our servers," concludes Häger.

For more information on Arcserve, **please visit [arcserve.com](https://www.arcserve.com)**