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FROM TAPE TO THE CLOUDS

Wood Group ESP taps Pinnacle Business Systems to help replace its legacy tape environment with a cloud-based backup and restoration solution.

›BUSINESS CONTINUITY

Wood Group ESP, Inc. is a company within the Wells Services division of Wood Group, a $5 billion global leader in the energy services industry with more than 28,000 people working in 50 countries. Wood Group ESP provides engineering, manufacturing, and services to the oil field industry worldwide. Despite its expertise in everything from high-efficiency electric submersible pumps to testing economic viability and productivity in wells, Wood Group ESP lacked a sound business continuity strategy that effectively provided a disaster recovery (DR) plan, including basic backup and restore capabilities.

"When I first came to Wood Group ESP, they didn't have a DR plan in place or even an approved DR site," says Mark Morris, Director of Information Systems at Wood Group ESP. "I was quickly charged with developing a business continuity plan for our Oklahoma City location, which is our worldwide manufacturing headquarters."

It was clear that the strategy would need to address two key areas:

- Create an IT DR plan
- Establish backup and restoration capabilities to replace its expensive, legacy tape environment

Although new to Wood Group ESP, Morris had previously worked with Pinnacle Business Systems on a similar project and was familiar with its consulting services and DR expertise. Within weeks, Pinnacle was asked to assist Wood Group ESP in developing a comprehensive solution that would meet the new requirements of the business continuity plan, reduce costs, and ensure mission-critical data was safe in the event of a natural or man-made disaster.

›MANAGED SERVICES

The first order of business for Wood Group ESP was to conduct an impact analysis for the 16 different departments on the Oklahoma City campus.

"It was clear from the analysis that our business systems were critical to performance across all of the departments," says Morris. "It was from this assessment that Pinnacle Business Systems came up with the proposed DR plan."

Given the mission-critical nature of Wood Group ESP's worldwide operations, Morris defined a recovery point objective (RPO) of 15 minutes and a recover time objective (RTO) of 24 hours after a disaster was declared. Using its SAS70 Type II Certified datacenter facility in Tulsa as the DR site, Pinnacle prioritized the data that would be replicated and determined an appropriate mix of physical and virtual servers.

At a Glance:
Wood Group ESP, Inc.

www.woodgroup.com

Wood Group ESP, Inc. is a company within the Wells Services division of Wood Group, a $5 billion global leader in the energy services industry with more than 28,000 people working in 50 countries.

Challenge:
Wood Group ESP lacked an effective business continuity plan that address its disaster recover (DR) and backup and restore needs.

Solution:
Within three months of selecting Pinnacle Business Systems as its technology partner, Wood Group ESP had a DR plan in place and was running a cloud-based DR managed service solution

Results:
Increased efficiency and reduced monthly costs by nearly 25 percent

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Under a managed services contract, Wood Group ESP would use Pinnacle to handle the technical aspects of its DR plan — freeing it to focus resources on achieving core business objectives.

"Our Oklahoma City facility is now responsible for all the data and servers for the entire global enterprise," says Morris. "So every six months we work with Pinnacle Business Systems to conduct tests on both the physical and virtual servers to ensure everything is running smoothly."

›GETTING RID OF TAPE

Phase two of the project was to replace Wood Group ESP's expensive legacy tape backup environment, which Morris estimates was costing the company between $8,000-9,000 every month to cover software maintenance, tapes, offsite tape storage services and delivery charges.

Pinnacle Business Systems' solution for Wood Group ESP was a robust backup solution built on EMC Avamar technology — the only solution that provides global, source-based de-duplication for backups. It was important for Morris that the backup system be located at the same DR site outlined in his plan.

"I decided to put the backup/restore hardware at the DR site. That way if the DR replication technology failed for some reason, everything's on the same local area network at the DR site and we now have a secondary way to restore our data," says Morris.

›CLOUD-BASED RESULTS

Now if disaster should strike, the combined solution enables Wood Group ESP to operate its entire global enterprise from its Oklahoma City location using physical and virtual servers that are maintained by Pinnacle Business Systems in a DR site in Tulsa, which also hosts its EMC Avamar backup and restore technology. And all of this is done in a seamless cloud environment managed by Pinnacle.

"The efficiencies of the new solution were seen almost immediately," say Morris. "We went from a tape environment to a world-class disk solution and continue to save between 20 and 25 percent on a monthly basis." For additional cost savings, Wood Group ESP decided to lease the hardware from Pinnacle rather than front the capital expenditures on the equipment.

Most importantly, Morris notes the reaction from his technical staff. "From the time a restore is requested until it is complete is about 10 to 15 minutes — and most of that is technician preparation. The Avamar solution is amazingly fast. That is really how we were able to sell it to our users," he says.

›PLANNING FOR THE FUTURE

No matter what happens in the sometimes volatile energy markets, Wood Group ESP finds comfort knowing that its critical, operational data remains secure, and the organization's business continuity plan has been tried and tested.

So what's next? The future is uncertain, but Pinnacle Business Systems' cloud-based infrastructure offers the scalability and flexibility to accommodate tomorrow's needs. Morris says, "If I was to do this over again, I would certainly go back to Pinnacle Business Systems. It has been a great working relationship."

›ABOUT PINNACLE BUSINESS SYSTEMS, INC.

For over two decades, Pinnacle has been designing and implementing flexible, scalable solutions around industry-leading platforms and technologies. With offices across the United States, we have the local depth and breadth of technical skills to ensure success on your next strategic project.

›PINNACLE BUSINESS SYSTEMS, INC. STRATEGIC PARTNERS

EMC² datadomain

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