Quest vReplicator delivers a fast and cost-effective VM disaster recovery solution to AMS Systems PSF

AMS Systems PSF (AMS), based in Luxembourg, provides IT solutions and services to small and medium-sized enterprises (SMEs) in the investment management industry. All organisations in the country's finance sector must be certified as professionnel du secteur financier (finance sector professional, or PSF). Finance SMEs typically have limited IT knowledge and budgets, and often outsource their IT operations to organisations such as AMS with the assurance of high-quality service and professional confidentiality. When faced with disaster recovery requirements for its virtual machines (VMs), AMS PSF turned to Quest.

The Challenge

Organisations with PSF status, which include AMS and its clients, are required by law to have a disaster recovery process in place. AMS sets up this process for many of its clients, typically as part of an IT outsourcing contract, and sought ways to improve it. If a critical problem with availability arose, full recovery typically took six to eight hours. This was too long and made the service rather expensive. AMS wanted to provide a more cost-effective method of disaster recovery for its clients, as well as for its own business.

AMS had been using VMware ESX VMs for its outsourcing business for a number of years, and believed that VM replication would meet its disaster recovery requirements.

The Quest Solution

AMS considered several VM replication solutions and selected Quest vReplicator for a number of reasons. "We felt that vReplicator was more sophisticated than other products because it performs true replication, as opposed to a glorified back-up process, which doesn't allow for a partial restore," explained Christophe Thebault, managing director at AMS Systems PSF. "It is also clever enough to replicate the server as well as the data. Plus, as soon as the replication job is finished, no more effort is required – it truly simplifies VM disaster recovery."

AMS also liked the fact that vReplicator's intuitive interface means that no particular expertise is required to work with the solution. "vReplicator is easy to use, and it works perfectly – choosing it was a very straightforward decision for us," said Thebault.

Quest vReplicator is built specifically to replicate image-based VMware ESX virtual machine (VM) images across local and wide-area networks (LANs and WANs). It provides simple and fast disaster recovery of VMs, creating exact replicas. In addition, vReplicator centralises VM images from remote sites for easier access during data protection efforts.

The Bottom Line

AMS's disaster recovery is now significantly faster. "Our clients' disaster recovery used to take six to eight hours. However with vReplicator, it now takes about 10 minutes, which is a reduction of up to 98 percent," said Thebault. "This means that we can offer a more cost-effective service to our clients, and that our own disaster recovery process is faster and cheaper for us to manage."

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— Christophe Thebault
  Managing Director
  AMS Systems PSF

OVERVIEW

AMSSYSTEMSPSF

Headquarters
Luxembourg

Services
IT services

Critical Needs
More cost-effective VM disaster recovery solution

Solution
Quest vReplicator

Results
• Delivered a more cost-effective disaster recovery solution

• Reduced disaster recovery times by up to 98 percent

• Increased profitability of IT outsourcing business

• Provided competitive edge by improving business continuity

• Generated cost savings

• Simplified VM disaster recovery

Reducing disaster recovery time enables AMS's outsourcing service to operate more profitably. "Because vReplicator provides us with a more cost-effective solution, we can offer a service that is more profitable to us, and boosts our bottom line," said Thebault.

Quest's solution gives AMS a competitive edge by improving business continuity. "By using vReplicator for disaster recovery, our worst-case scenario is that we would only lose up to an hour's worth of data; previously, we would have lost up to a whole day's worth of data," explained Thebault. "This means that we can provide higher quality business continuity to our customers, which differentiates us from our competitors."

Further savings have been delivered to AMS and to its clients. "vReplicator runs over a normal Internet connection, such as one used in homes – no fancy high-spec. connection is required," noted Thebault. "This keeps the costs down for us and our clients."

AMS is also full of praise for Quest's support service. "On the rare occasion when we experienced problems, Quest's support engineers proved to be very helpful and responded swiftly," added Thebault.

About AMS Systems PSF

AMS Systems PSF provides IT solutions and services to small and medium-sized organisations operating in the investment management industry. Its flexible solutions help in the distribution of investment products and will reduce costs, reduce risk and add value. Its service management solution delivers best-practise advice on compliance and risk management. For more information, visit **www.amssys.lu**.

About Quest Software, Inc.

Quest Software (Nasdaq: QSFT) simplifies and reduces the cost of managing IT for more than 100,000 customers worldwide. Our innovative solutions make solving the toughest IT management problems easier, enabling customers to save time and money across physical, virtual and cloud environments. For more information about Quest solutions for application management, database management, Windows management, virtualization management, and IT management, go to **www.quest.com**.