



“ I would not hesitate to recommend Coolspirit to any prospective customers. They are responsive, very easy to work with and tailor solutions to suit customer’s specific needs, resulting in very high customer satisfaction. ”

Giovanni Goduti
CA Technologies – Recovery Management
& Data Modeling Business Unit

Our address

24 The Bridge Business Centre
Beresford Way
Chesterfield
S41 9FG

Get in touch

Call us on: 01246 454222
Email us: web@coolspirit.co.uk
Find us: [View location map](#)
Web: www.coolspirit.co.uk

Office hours

mon - thurs 8:30am - 5:30pm
fri 8:30am - 5pm
sat - sun Closed

“

Boost your storage buying power...
use ours!

”

Buy with confidence from
Coolspirit your authorised
CA Partner

Macdonald safeguards service with CA ARCserve Replication



CUSTOMER PROFILE

Industry: Hospitality

Company: Macdonald Hotels and Resorts

Employees: 4,000-plus

Revenue: More than £130 million

BUSINESS:

Macdonald Hotels and Resorts is a private company headquartered in West Lothian, Scotland. The company has 40 four- and five-star hotels and resorts in the UK, ranging from contemporary city centre sites to manor houses.

CHALLENGE:

With 80 per cent of Macdonald Hotels and Resorts' business conducted via email, the company needs to ensure that it can recover quickly from any incidents impacting its messaging infrastructure.

SOLUTION:

Macdonald Hotels and Resorts uses CA ARCserve® Replication to replicate in real time two terabytes of data from email and file servers. The solution is integrated with a tape backup solution to create a disaster recovery function.

RESULT:

In the event of an incident, Macdonald Hotels and Resorts can restore its email systems and file servers within an hour, with minimal data loss or impact on end users. This helps safeguard quality of service for guests.

we can



Business

Luxury accommodation, sumptuous food and top quality service

Macdonald Hotels and Resorts is a collection of 40 four- and five-star hotels and resorts in the UK. These locations range from contemporary city centre hotels to sophisticated manor houses situated in country grounds, offering health spa and golfing facilities. The company caters for weekend breaks, weddings, honeymoons, family holidays and business conferences.

Headquartered in West Lothian, Scotland, Macdonald Hotels and Resorts is a private company with more than 4,000 employees. The company prides itself on the quality of its accommodation, services and food. Between them, its restaurants have 39 AA Rosettes and the company was awarded AA Hotel Group of the Year in 2007/2008.

Challenge

Ensuring a rapid to response to customer enquiries

Responding quickly to customer enquiries is an important part of Macdonald Hotels and Resorts' drive for quality, and crucial for converting enquiries into sales.

+ +

“Lack of email would result in a complete breakdown of internal and external communications.”

John Rawcliffe

IT Director, Macdonald Hotels and Resorts

+ +

Although online room bookings are managed via an externally hosted central reservation system, the majority of bookings still require email confirmation from the relevant hotel. Email is also the primary communication tool for customers querying room facilities and advising of special requirements.

Poor email availability would not only impact Macdonald Hotels and Resorts' response to potential customers, but also its ability to serve existing guests. As John Rawcliffe, IT Director at Macdonald Hotels and Resorts, explains, “Lack of email would result in a complete breakdown of both internal and

external communications. Around 80 per cent of our business is conducted via our messaging infrastructure — from ordering kitchen supplies to sending out company-wide notifications from head office.”

Macdonald Hotels and Resorts relied upon offsite tape backups to safeguard data hosted by its email systems and file servers. In the event of an incident, such as a server failure, the company would have to source, build and configure new hardware before migrating historical information stored on a tape to the new system. This was not only time-consuming but could also result in data loss, as tapes were only created on nightly basis.

As Macdonald Hotels and Resorts became increasingly dependent upon email, it recognised that this approach was no longer feasible. The company therefore embarked on a comprehensive review of its disaster recovery strategy.

Solution

Email, file server and accounts replication

As a result of this exercise, Macdonald Hotels and Resorts decided to investigate data replication technologies, and eventually selected CA ARCserve® Replication. Rawcliffe comments, “We have a small IT team and limited resources, so we needed a solution that did not require extensive expertise or complex configuration. With self-explanatory graphics and intuitive functionality, the CA Technologies solution was the product that best met our needs.”



10

megabyte fixed connection used to synchronise two terabytes of data in real time

Thanks to this simplicity, Macdonald Hotels and Resorts' IT team was able to implement the solution quickly and easily without having to invest in external consultancy.

Since 2006, CA ARCserve (formerly known as XOsoft) Replication has been responsible for replicating email, HR, finance and file server data from Macdonald Hotels and Resorts' head office in West Lothian to a disaster recovery site based at a hotel 10 miles away.

The replica infrastructure uses lower specification servers, but in a similar configuration to the production environment. Around two terabytes of data is synchronised in real-time via a 10 megabyte fixed connection. CA ARCserve Replication is integrated with Macdonald Hotels and Resorts' tape backup solution to create a seamless disaster recovery function, which the company tests on a regular basis to ensure it can recover from an incident quickly.

In addition to its role in business continuity, the CA Technologies solution has also helped to simplify a storage relocation and refresh project. "We needed to migrate our email archives to a remote location," explains Rawcliffe. "This was proving to be a challenging activity, but was eventually achieved by using CA ARCserve Replication to replicate the files to the new environment."

+

“The CA Technologies solution requires little manual intervention and we’ve had very few problems.”

+

John Rawcliffe

IT Director, Macdonald Hotels and Resorts

+

In four years of successful replication, Macdonald Hotels and Resorts has rarely had to enlist the assistance of CA Technologies Support. "The CA Technologies solution requires little manual intervention and we have had very few problems," comments Rawcliffe. "On the occasion when we did need help, CA Technologies' support services team were responsive, professional and knowledgeable. The quality of CA Technologies' support would have been another compelling reason to select its solution."

Macdonald Hotels and Resorts is currently investigating CA ARCserve® High Availability to enable automated disaster recovery testing that does not impact the production environment.

Result

Maintaining customer loyalty and business continuity

In the event of an incident impacting Macdonald Hotels and Resorts' email or file infrastructures, the company can quickly switch over to its replica environment and restore systems within the hour — and with minimal data loss.

This restore process was put to the test in summer 2009, when the company was forced to use the solution in live disaster situation following a hardware failure. “We were able to instantly failover our email systems with no impact to end users or customers,” comments Rawcliffe. “The CA Technologies solution provides us with total peace of mind that when such an incident occurs, we are completely prepared.”

Using CA Technologies' recovery management solution has enabled Macdonald Hotels and Resorts to:

- Enhance IT efficiency and staff productivity
- Reduce risk
- Safeguard quality of service for current and potential guests.

Rawcliffe comments, “CA Technologies' solution helps us maintain the flow of business and customer loyalty, which ultimately safeguards our hotels' profitability.”

Copyright ©2010 CA Technologies. All rights reserved. All trademarks, trade names, service marks and logos referenced herein belong to their respective companies.

This document is for your informational purposes only. CA assumes no responsibility for the accuracy or completeness of the information. To the extent permitted by applicable law, CA provides this document “as is” without warranty of any kind, including, without limitation, any implied warranties of merchantability, fitness for a particular purpose, or non-infringement. In no event will CA be liable for any loss or damage, direct or indirect, from the use of this document, including, without limitation, lost profits, business interruption, goodwill or lost data, even if CA is expressly advised in advance of the possibility of such damages.