



First Independent Bank

EMC RecoverPoint facilitates recovery of core banking operations within an hour

Founded nearly a century ago, First Independent Bank is well known for the personalized service that accompanies its comprehensive portfolio of individual and business financial products. Customers are conveniently served through a network of 25 offices located in Portland, Oregon; Vancouver and Bellevue, Washington; and through the bank's virtual branch called *Independent On-Line* which provides 24x7 banking services.

As a leading financial institution, the ability to provide customers with continuous information access while ensuring the safety and security of their personal records is critical. To strengthen its ability to more rapidly resume operations if unexpected downtime occurs, First Independent Bank recently made plans to enhance its disaster recovery strategy.

Previously, the bank relied upon database scripts and tape-based backups to provide basic recovery capabilities for critical applications and data. However, neither were sufficient to meet the organization's newly defined and more stringent recovery-point objectives, nor did they provide effective failover to the company's remote disaster recovery site. In addition, compliance with increasing government regulations was becoming more challenging within the bank's existing recovery environment.

After evaluating available solutions, the bank selected EMC® RecoverPoint, an intelligent, network-based data protection and recovery solution. It provided the added benefit of delivering the lowest total cost of ownership by a considerable margin. The solution offered First Independent Bank a cost-efficient way to meet its disaster recovery requirements and ensure the highest levels of customer service possible through the ability to attain very tight recovery-point and recovery-time objectives. EMC RecoverPoint also strengthens First Independent Bank's ability to comply with regulatory requirements for data availability, integrity, and privacy—even in the event of a disaster at the bank's primary data center.

“We were looking for a way to achieve hot-site replication so that we could quickly bring our branches back up and give people access to core banking data within an hour,” says Duane Swizer, vice president and director of Technical Operations. “EMC's engineers were confident that the RecoverPoint solution would do what we wanted it to do, and that they could get it running in a very short timeframe. It was up and running and successfully replicating our data in a matter of days.”

A rapid, seamless deployment

From initial installation to full cutover of mission-critical production applications, the EMC RecoverPoint implementation was carefully planned to ensure rapid deployment into the production environment with minimal disruption to existing data center operations.

Over a period of five days the EMC RecoverPoint solution was seamlessly integrated into the bank's IT environment which consists of Sun and Windows Intel servers with Solaris, AIX, and Windows 2003 operating systems and Fibre Channel HBAs. These servers, along with two EMC CLARiiON® CX series-based SANs equipped with Cisco Fibre Channel switches at the production facility and remote site, support continuous operation of the organization's Progress database and core banking applications. The sites, which are approximately 25 miles apart, are connected by two bound T1 lines providing a three Mbps WAN link.

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Upon verification of the WAN link and with initialization complete, a sweep of the existing storage was performed to establish a baseline after which only updates needed to be sent across the WAN to the remote site. Today, non-disruptive snapshots of the changes are taken at approximately five- to 10-minute intervals throughout the day and are based on the bank's specified bandwidth parameters.

“You can actually tell the RecoverPoint appliance which way you prefer it to do snapshots,” says Matt Zoch, senior network engineer. “One way would be by bandwidth the other would be by time, and it's very easy to adjust as needed. We currently have ours set up with one megabit per second of bandwidth from site to site, even though we've got a three megabit pipe. We still want some bandwidth for other communications to be able to take place.”

“The entire implementation process was pretty painless,” adds Swizer. “We watched EMC technicians do the install, and after they were done, they started documenting procedures on how to recover snapshots at the DR site.”

Disaster recovery testing a success

EMC RecoverPoint makes it very easy for First Independent Bank to periodically test its disaster recovery processes to ensure peace of mind as well as regulatory compliance. During such a test, the bank can maintain system availability and performance so that productivity is not compromised.

“From a maintenance standpoint, RecoverPoint just runs as it's supposed to. It's pretty much a hands-off operation,” says Swizer. “However, as a bank, we are mandated to test at least annually. When we did our DR test last year, we waited until a certain point in the day when we knew new accounts would be uploaded into our core banking system. We gave it several minutes, took a snapshot, and we were able to see that several minute window of data at the DR site when we brought the system up. We met our recovery goal of an hour without much effort at all.”

Exceeding expectations

Today, with the help of EMC RecoverPoint, First Independent Bank has exceeded its disaster recovery requirements and paved the way for streamlined regulatory compliance well into the future. The solution's dynamic replication, failover, and recovery capabilities now enable the bank to facilitate rapid system recovery despite any number of possible failure scenarios including infrastructure failures, site disasters, and corruption of production data images.

In addition, the EMC RecoverPoint solution's ability to operate within a low-bandwidth environment is enabling the bank to reduce the ongoing cost of replication by over 70 percent as compared to alternative solutions considered.

EMC RecoverPoint has also made it possible for First Independent Bank to easily migrate new applications into its existing DR environment without the need to re-architect it. Unique policies can now be easily built for each application environment, providing levels of protection that match the value of the data being protected.



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Customer Profile
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