

Invest capital in IT Systems or a new Helicopter, hmm.....



Business managers often have to make tough choices when it comes to developing a budget. Westpac Rescue Helicopter Service (WRHS) was confronted with a tough choice when both IT systems and a life saving aircraft came due for replacement in the same budget period. Thankfully the Ipera Cloud Services helped make both possible.

The Organisation

Westpac Rescue Helicopter Service (WRHS) provide services throughout NSW from their bases in Newcastle and Tamworth. IT systems are integral to the operation and maintenance of their life saving aircraft.

As a 24/7 operation it is essential that the IT systems are as reliable as the Helicopters that they operate. The flight maintenance records, staff logs, and operational information is all stored and accessed from the organisations servers.

The Compliance Requirement

To meet the stringent controls advanced IT systems were required that would ensure continuity of business and the highest possible integrity of data.

An on-premise solution to meet such requirements was looking cost prohibitive. Ipera together with Forsythes IT, developed a solution that could meet WRHS's requirements and work within a tight budget framework.

The Current Situation

The existing IT systems included, 3 HP Servers, 1 Nas device for disk to disk backup, Windows and Citrix licences and a tape backup with off premise storage of the tapes.

The key concern with this model was the risk of data loss or access to the system in the event of site specific event such as fire, flood, communications failure, or power interruption.

The Business Objective

The business had defined both Recovery Time and Recovery Point objectives as part of their business continuity plan.

A variety of options were assessed, the Ipera Cloud Platform deemed as the most fit for purpose.

The Solution

The solution was developed to provide a highly available server and storage platform that delivers a quality experience to administration staff and flight crew alike.

Ipera's local data centres are home to the Ipera Cloud Platform which delivers Enterprise grade hardware and management software to business at a fraction of the cost of developing comparable on premise solutions.

The new solution includes;

- Dedicated hosted blades at Ipera's dual data centres
- Replication of data in real time at Ipera's dual data centres
- Automated failover from the Primary to secondary server/s in the event of a failure
- Replication of backup data to WRHS's Broadmeadow base
- Dual data connections into the Broadmeadow base, primary via copper and secondary via wireless, with automated failover
- Secure remote access is available via Citrix from almost anywhere from any device

The Outcome

WRHS have been able to meet all of their business objectives while benefitting from the flexibility and scalability of on demand pay by the month computing.