



Delivering zero downtime through the design, build and support of a resilient business continuity solution



A need to improve IT infrastructure resilience and redundancy



A multi-data centre solution delivering active: active resilience for zero downtime

"Backbone Connect worked with us on a difficult project to implement a dual data centre solution with a myriad of connections to our data providers and trading platforms. We worked hard to ensure zero impact to our traders and we had very little room for error. The Backbone Connect team were there to support us at every stage no matter what."

Infrastructure Support Team, leading independent global trading business

The Challenge

Backbone Connect were approached by a leading independent trading business in London to provide a resilient data centre and network solution that would have zero tolerance for downtime. While their existing solution hadn't yet let them down it was clear the business was growing and there was a need to improve resilience in the infrastructure.

The brief was to create a business continuity solution that would be hosted across two geographically diverse data centres, providing true redundancy, as well as to create a triangulated network that would join these data centres together and connect the main office. As the existing platform was a live environment the project could not afford any downtime and was limited to a two day migration window.

The solution had to deliver an active: active service to ensure zero downtime in the event of an outage. It also needed to be up and running on time with a brief overlap between the old and new solutions to avoid unnecessary duplicate costs. Finally, the business wanted to deploy their own hardware into the solution so that they could support and manage it themselves, leaving Backbone Connect to focus on the data centre, network and professional services elements.



Increased infrastructure resilience and speed



Zero business downtime during delivery



Integrated, multi-site connectivity



24/7 service and technical support



Data centre redundancy and geographic diversity



Clear project planning and management

Our Solution

After a series of initial scoping and workshop meetings between the business's Infrastructure Support Team and the Backbone Connect Solutions Team a solution was created that provided a colocation environment across two premium data centres, diversely located for true redundancy. A triangulated network linked with the head office and diverse internet connections, and mitigated any single point of failure.

The solution was provided as a fully managed service that included round the clock monitoring and support, project management by a qualified Prince2 practitioner and professional services to support the migration.



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“A migration like this is never a small project,” says Chloe Wright, Operations Manager at Backbone Connect. “The customer was clear about the end goal of improved resilience, with no interruption of service for the traders during the migration. After careful planning we worked with them to deliver a high availability solution with no single point of failure and migrated without any downtime.”

“From the start Backbone Connect worked with us to help create a solution that delivered exactly what we needed”, says a key member of the Infrastructure Support Team. “Thanks to Backbone Connect we now operate from two world class data centres with a low latency network and backed by support that so far has proved second to none. The improvements in speed and resilience that this solution has brought have meant a cost saving of thousands compared to our previous setup.”