



Customer Case Study – Industrial

Equis implements a robust DR plan

Asia's leading independent investment management firm plans for disaster recovery and business continuity on Microsoft Azure.

Our customer

Headquartered in Singapore, Equis is Asia's largest independent infrastructure and real asset investment manager with a strong local presence and track record across the Asia-Pacific region. Since 2011, Equis has raised over US \$2.7 billion in private equity and has investments in 10 Asia-Pacific countries.

The obstacles they faced

Equis needed a partner to plan, design and build out an Azure Site Recovery solution that enabled it to maintain or quickly resume mission-critical functions following a disaster.

How we helped

Disaster Recovery; Professional Services – Application Services / DevOps; Uptime; Public Cloud – Microsoft® Azure®; Security

What we achieved together

Backed by the Rackspace Professional Services team, Equis now has a tailor-made disaster recovery solution that exceeds the targeted RPO and RTO by 80 percent to support operations in the event of an incident.





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Brighton Lek
IT Director, Equis

Maintaining uptime across multiple continents

Headquartered in Singapore, Equis is Asia's largest independent infrastructure and real asset investment manager with a strong local presence and track record across the Asia-Pacific region. Its investment and divestment track record includes assets across Australia, Japan, India, Indonesia, the Philippines, Taiwan and Thailand. Equis also invests in a variety of sectors, including: renewable and conventional power generation, energy transmission and distribution, energy and agricultural storage and handling, waste and water treatment, and energy, agricultural and general transportation and logistics.

Preparing for worst-case scenarios

Disaster recovery (DR) planning requires a holistic strategy and is a crucial part of any business continuity plan. It should address all aspects of recovery, including people, processes, policies and the technologies that allow companies to maintain or quickly resume mission-critical functions following a disaster. Equis has studied its markets in order to identify a suitable solution that will replace its existing DR solution, which was built on a remote site to mirror the infrastructure of the main office.

Equis determined that Microsoft Azure Site Recovery was its best fit for DR. Equis then selected Rackspace Professional Services for the consultation and implementation of its DR solution.

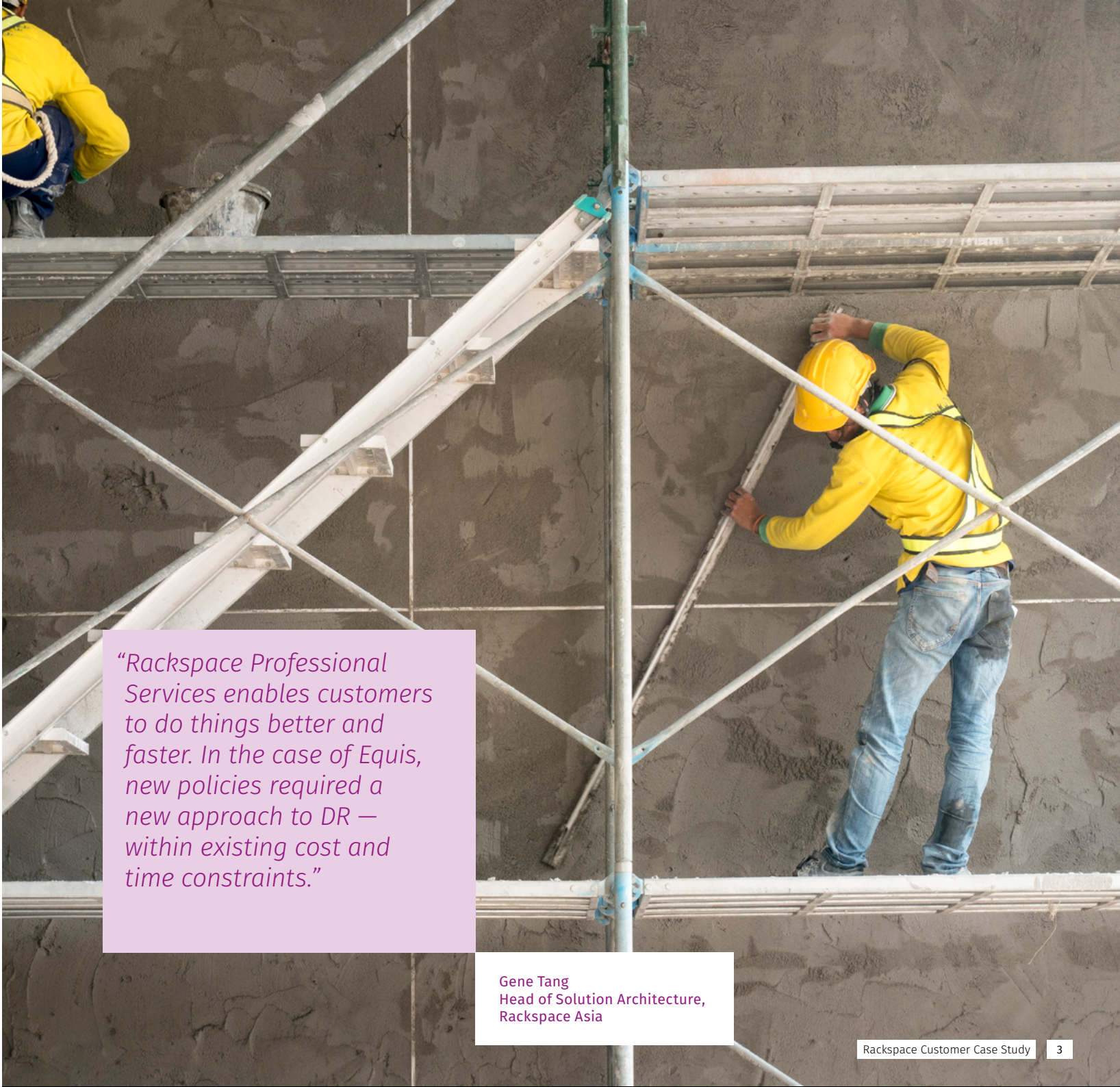
Equis also wanted to leverage Rackspace competencies to manage its DR Platform, and to ensure its business continuity plan met the Monetary Authority of Singapore's audit guidelines for the Financial Sector Incentive (FSI) Scheme.

Safeguarding the business

“We turned to Rackspace because they are a trusted global brand with proven experience and success,” said Brighton Lek, IT Director at Equis. “Rackspace disaster recovery specialists reviewed Equis’ environment and proposed a mix of resiliency tools. Via its Managed Service platform, Rackspace also provided support and a tooling mechanism.”

Rackspace recommended that Equis’ on-premises infrastructure should be replicated onto Azure using the Azure Site Recovery tool. This tool supports the major virtualization environments and storage infrastructure. Also, because Equis utilizes Microsoft extensively across its business, going with Azure Site Recovery greatly simplifies the configuration effort to implement a DR solution while providing the ability to simulate DR situations, centralize DR management and align with business strategies to help ensure that the DR solution functions as expected. Equis utilized the Navigator level of Fanatical Support® for Microsoft Azure as a landing zone, then used Rackspace Professional Services to enable its use of additional cloud services to achieve its desired outcome.

The Rackspace Professional Services team consists of cloud experts dedicated to consulting and delivering custom IT solutions to help companies such as Equis navigate their cloud journeys. Rackspace enables customers to safeguard their cloud environments in the long-term with deep expertise and end-to-end solutions.



“Rackspace Professional Services enables customers to do things better and faster. In the case of Equis, new policies required a new approach to DR — within existing cost and time constraints.”

Gene Tang
Head of Solution Architecture,
Rackspace Asia



Results and future cloud plans

The solution from Rackspace Professional Services offers 24x7x365 at-scale services capability. This, combined with the company's deep domain expertise in delivering managed Infrastructure services to customers focused on performance, reliability and scalability meant that it was an ideal partner for Equis.

"We are confident that we now have a comprehensive DR plan that can keep our business-critical IT systems up and running", said Lek. "With the plan in place, we can continue to focus on our other strategic priorities."

The Azure Site Recovery project took four months and was delivered on time and under budget. The Rackspace Professional Services team provided resilience and continuity support by building the DR capability for its critical services for the business, including the domain controller, Navision and file server. The team also exceeded expectations considerably – by 98 percent – based on the original KPIs.

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Brighton Lek
IT Director, Equis

About Rackspace

At Rackspace, we accelerate the value of the cloud during every phase of digital transformation. By managing apps, data, security and multiple clouds, we are the best choice to help customers get to the cloud, innovate with new technologies and maximize their IT investments. As a recognized Gartner Magic Quadrant leader, we are uniquely positioned to close the gap between the complex reality of today and the promise of tomorrow. Passionate about customer success, we provide unbiased expertise, based on proven results, across all the leading technologies. And across every interaction worldwide, we deliver Fanatical Experience™. Rackspace has been honored by Fortune, Forbes, Glassdoor and others as one of the best places to work.

Learn more at www.rackspace.com or call Hong Kong **+852 3752 6488**, Singapore **+65 6428 6102**.

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