

CASE STUDY

COUNTRY OR REGION:

United States

INDUSTRY:

Energy, Utility

■ SOLUTION

After a careful examination of the current system, Idea Integration proposed a server farm solution based on HP Blade servers. Under the new design, the Platinum level servers will be duplicated at a Disaster Recovery Site located in a different county miles away from the Primary site. Duplicate systems included a server farm, a new SAN solution and a new network layout.

JACKSONVILLE ELECTRIC AUTHORITY – SERVER FARM AND NETWORK REDUNDANCY

■ CLIENT SUMMARY

JEA, established by the City of Jacksonville in 1895, is the largest community-owned utility in Florida and the eighth largest in the United States. With multiple generating plants and net generating capability of 2,361 megawatts, the JEA electric system currently serves more than 360,000 customers in Jacksonville and parts of three adjacent counties. JEA's water system serves more than 240,000 water customers and 186,000 sewer customers, or more than 80 percent of all water and sewer utility customers in our service area. .

■ CHALLENGE

Original JEA network and server farm, were located in one location at the corporate headquarters. There were no redundancy or fail-over solution in place and disaster recovery plan contained only a tape backup solution. Growing number of servers, increasing size and importance of the data and new service offers to clients, JEA's infrastructure demanded a new fail-over, disaster recovery solution. Since the network was outdated, part of the challenge was network throughput improvement as well as redundancy of the components.

JEA had three designations for the SLA provided by the Technology Services group:

1. Bronze – slow response time
2. Gold –fast response
3. Platinum – immediate response

The challenged called for a Platinum level server farm to be upgraded to a more stable, redundant environment. In case of a complete failure of a Primary site, a secondary server farm located at a Disaster Recovery site, had to be up and running within minutes of the Primary site failure.