

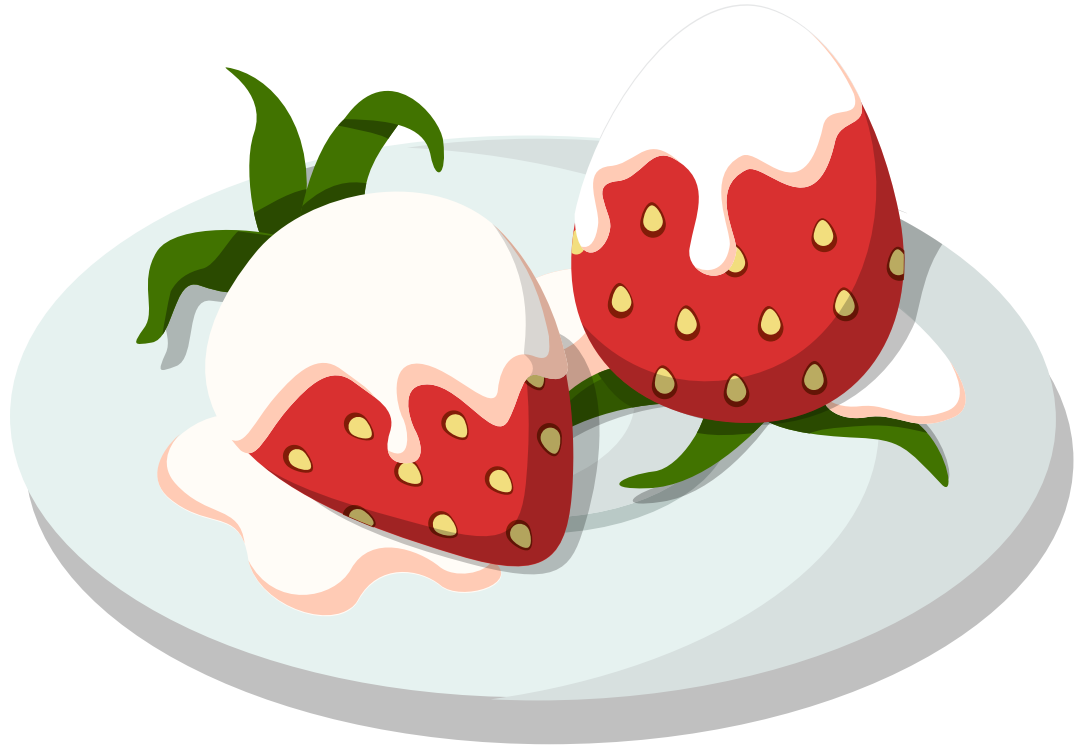


# Will rain stop play?

Never lose a point even when it pours,  
with IBM Resiliency Services



# Dreaming of perfect service?



Are you eagerly anticipating the warmth of the sun on your back, the taste of strawberries and the sound of balls hitting racquets as you watch players dominating the courts?

Even if you are lucky enough to be attending the Championships at Wimbledon in person, chances are that you will be using apps and social media to stay up-to-date with the latest developments. People all around the globe will be relying on these web-enabled services to follow the action. so in a world where everything breaks, how does IBM® ensure mobile users never miss a set?

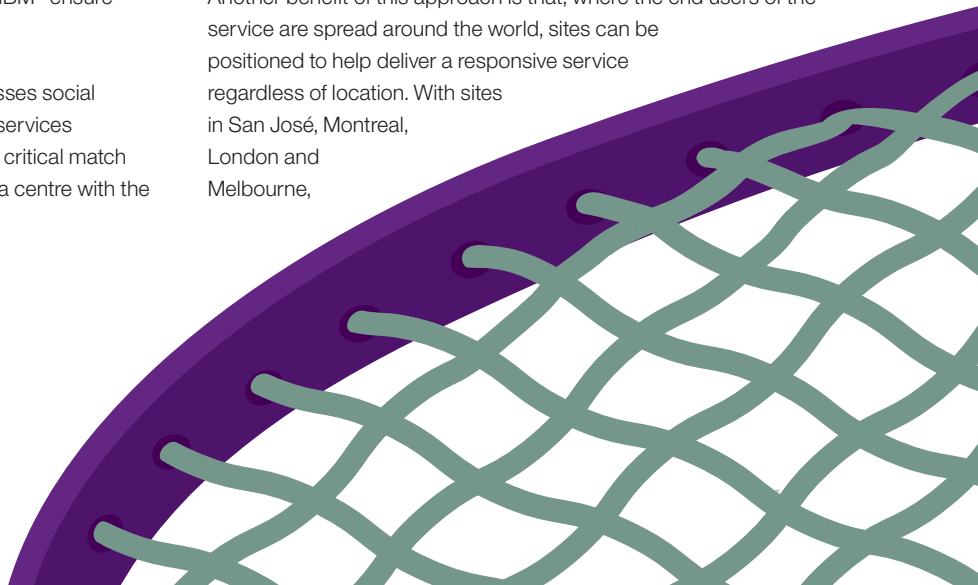
IBM provides a command centre that analyses and assesses social media traffic, and in many cases supports the apps and services delivering the point-by-point information flow. Historically, critical match services like these are protected by having a standby data centre with the

same capacity as the primary one. If the first data centre goes down, operations are moved to the backup. However, this inevitably results in service outage while the standby site is brought up.

To shorten this downtime, some organisations have two active data centres each capable of supporting the full workload on its own, although at relatively high cost.

A key insight into providing resilience more cost-effectively is that the total capacity required to protect against loss of a single site is reduced by having three active sites, each with half of the capacity needed for the full workload. If catastrophe brings down one site, the other two continue to provide the service until the problem is resolved. This model also enables datacentres to be moved without interrupting services – IBM's own web presence has been continually available for fifteen years despite 12 data centre moves.

Another benefit of this approach is that, where the end users of the service are spread around the world, sites can be positioned to help deliver a responsive service regardless of location. With sites in San José, Montreal, London and Melbourne,



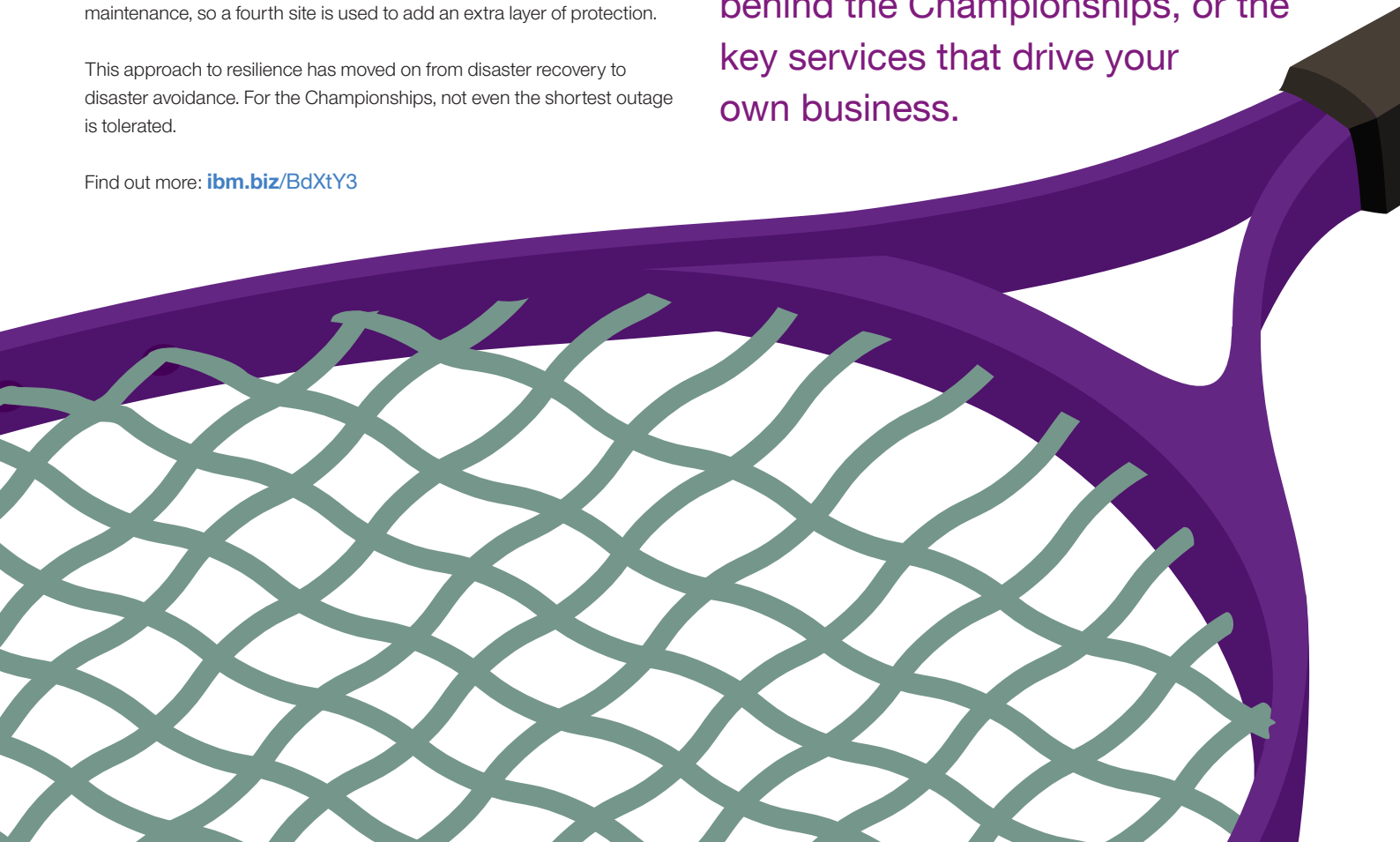


tennis fans in Australia will be as rapidly informed as those at court-side in Wimbledon. And no, you didn't miscount – IBM delivers services for the Championships through the IBM SoftLayer public cloud not from three but from four locations. Three datacentres are fine for private cloud environments, where the organisation can ensure maintenance windows cannot overlap, but in public clouds the customer is not in control of maintenance, so a fourth site is used to add an extra layer of protection.

This approach to resilience has moved on from disaster recovery to disaster avoidance. For the Championships, not even the shortest outage is tolerated.

Find out more: [ibm.biz/BdXtY3](https://ibm.biz/BdXtY3)

Rain might stop play, but not even a flood will interrupt IBM's cloud hosting – be it supporting the apps behind the Championships, or the key services that drive your own business.





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