



SUNGARD NEBCO

Customer
Success
Story

NEBCO Deploys Cost-Effective, Comprehensive Disaster Recovery Plan

HIGHLIGHTS:

Goal: Deploy a comprehensive disaster recovery plan and minimize the risk of system outages by outsourcing its data center and some key system administrative functions, while reducing costs.

Solution: SunGard Hosting Services, Disaster Recovery Services, Managed Recovery Program and Managed Services

Results: NEBCO now has a systems management and disaster recovery process in place that helped the company recover from a major disaster. The project will have a return on investment of 76 percent and a payback period of four months.



CUSTOMER PROFILE:

NEBCO:

www.nebcoinc.com

NEBCO's operations span the state of Nebraska and supply the construction industry with the materials needed to construct buildings, streets and highways.

Headquarters:

Lincoln, Nebraska

Industry: Construction

NEBCO provides concrete and building materials to supply the construction industry throughout Nebraska and surrounding states. Prior to 2012, NEBCO hosted its own servers and IT infrastructure and had a rudimentary disaster recovery plan in place. The company quickly realized its onsite IT system and administration staff couldn't meet its future needs, and that it needed a more comprehensive disaster recovery plan.

PARTNERING FOR BUSINESS SOLUTIONS:

NEBCO wanted a solution that could accomplish the following:

- Put in place a reliable disaster recovery solution
- Accommodate the transition from mainframe to server-based systems
- Accommodate future growth in IT infrastructure
- Reduce costs

STRATEGIC APPROACH:

For more than a century, NEBCO has provided the state of Nebraska and neighboring states with construction materials, warehousing and transportation. The company has embraced significant changes in society, moving from dirt roads to super highways, from the horse and buggy to automobiles, and from paper and pencil to advanced information technology.

NEBCO became a SunGard customer in 2008 and first joined the Managed Recovery Program in 2011. In 2012 NEBCO put together a detailed analysis of whether it made more sense to build its own server room, host and administer its own infrastructure and handle disaster recovery independently, or selectively outsource to an outside company. It determined that going to an outside service would better meet its needs and prove more cost-effective.

The company quickly decided that SunGard's Managed Services, Disaster Recovery Services and Managed Recovery Program combined with hosting services was the ideal fit due to SunGard's availability services expertise. In addition, NEBCO cited SunGard's track record for reliability, technology, customer service, and flexibility to meet their unique needs.

ABOUT NEBCO

NEBCO's operations span the state of Nebraska and supply the construction industry with the materials needed to construct buildings, streets and highways. The company's business interests also include mining, highway and road construction, finance, real estate development, agriculture, transportation, recreation, railroading, and warehousing.

"Our systems are extremely important for the functioning of our business, and we place absolute trust in SunGard to make sure they are up and running."

Shawn Paskevic,
NEBCO CIO

The SunGard deployment yielded an ROI of 76 percent and had a payback period of four months.

"SunGard was able to put together a customized package that was exactly what we needed," Paskevic says. "They gave us top-notch disaster recovery, and a package that met our needs for hosting. What really sold us was the way they were willing to tailor the managed services to exactly what we needed." Paskevic says the package SunGard put together was extremely detailed and met NEBCO's most important requirements.

"The proposal went into great detail, covering the complete system administration that SunGard would provide including things like patching and upgrading the UNIX servers' operating systems and performing nightly backups," she says. "They also provide administration of our Oracle database as well as other important system management functions. They went far beyond what you would expect."

SunGard's Managed Recovery Program (MRP) is structured around the specific needs of businesses and the requirements of their applications. With MRP, SunGard assumes full accountability for recovery management. SunGard assigns a dedicated Service Delivery Manager (SDM) to a company, acting as an extension of the company's team, reducing the cost and time required to send staff to a recovery site. The SDM has expert knowledge of the recovery program, including the workflow, timeline, and communication procedures. A single point of contact, the SDM coordinates test planning, test execution, test monitoring, post-test reporting, and the post-test reviews. During an actual recovery, the SDM is the liaison between the company and the SunGard recovery team.

Migration to SunGard's data center, system management services and disaster recovery program went very smoothly, Paskevic adds. "It was quite simple," she recalls. "SunGard is very organized from a project management standpoint. We had weekly calls where they planned out everything. When it came time for deployment, we determined it was the right time to upgrade our server hardware and we had the new equipment shipped directly to SunGard. They had a weekend to cut everything over. It was amazing how well they handled it. Our users didn't notice a thing."

CONCLUSION:

As a result of the SunGard arrangement, NEBCO now has a protected, reliable, hosted production and test environment; a strong partnership with SunGard, who administers the UNIX operating system and Oracle database; and a comprehensive, tested, and proven disaster recovery plan.

More importantly, NEBCO is well-positioned for future growth because SunGard will be able to host whatever hardware NEBCO requires. "I know that with SunGard, we have the highest level of reliability and service possible," Paskevic says. "In the event of a disaster, all NEBCO has to do is declare it."

NEBCO has already recovered from one disaster with SunGard and its effectiveness exceeded their expectations. A NEBCO staff member accidentally deleted the production database, bringing NEBCO's system to a halt. Working alongside Ciber, which provides support for NEBCO's Lawson (ERP) system administration, **SunGard restored the system to within 15 minutes of when the data was deleted.**

Not only that, but NEBCO would have had to go to the previous night's backup, losing almost an entire day's worth of work for 100 people and ten days' worth of handwritten transactions. **"Without SunGard, it would have taken at least ten days to get the system back into production,"** Paskevic added.

SunGard does more than help NEBCO recover from disasters: it ensures that NEBCO's system runs smoothly on a day-to-day basis by monitoring NEBCO's hosted hardware and software, Paskevic says. "If they find any kind of issue, such as if you're low on disk space or memory, they alert you," she explains. "That way, problems are solved before they even occur."

By deploying the SunGard services, NEBCO avoided having to build a tier-4 data center with base room, generator, redundant UPS, and redundant air conditioning. In addition, the company avoided having to hire staff to run the data center or manage the database and UNIX hardware. And because of fast data recovery, downtime costs were reduced. As a result, the project will have a return on investment of 76 percent and a payback period of four months.

Paskevic concludes: "You have to keep in mind that we're a 100-year-old company, and we're used to doing everything ourselves, so going to an outsourcing arrangement was a big change for us."

We're extremely glad we did it — SunGard has delivered on everything they've promised and more. We consider SunGard not an outside vendor — they're more like an extension of our own staff."

About SunGard Availability Services

SunGard Availability Services provides disaster recovery services, managed IT services, information availability consulting services and business continuity management software. With approximately five million square feet of datacenter and operations space, SunGard Availability Services helps customers improve the resilience of their mission critical systems by designing, implementing and managing cost-effective solutions using people, process and technology to address enterprise IT availability needs. Through direct sales and channel partners, we help organizations ensure their people and customers have uninterrupted access to the information systems they need in order to do business. To learn more, visit www.sungardas.com or call 1-888-270-3657.

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