



# FORUM 2006

SUN MICROSYSTEMS STORAGE CONFERENCE

DAVE KERELIUK, SENIOR MANAGER, TECHNICAL SERVICES  
**KEEPING THE BUSINESS RUNNING  
AT FIRST CANADIAN TITLE**

October 12, 2006

# Agenda

- Introduction to First Canadian Title
- Business Continuity Challenge
- The Road to Success
- Solution Overview
- Continuity Vision for the Near Future
- Summary

# Introduction to First Canadian Title

- Established in 1991
- Leading provider of title insurance for residential and commercial real estate transactions in Canada
- 18 offices across the country
- 1,000+ employees
- Home Office in Oakville, Ontario

# Business Continuity Challenge

- Financial Services Industry
  - Federally regulated
  - “Customer” regulated
- All mission-critical applications available during a disaster
  - All functionality
  - Same performance
  - Up-to-date information
  - Accessible in the same manner
- 4-hour SLA

**BOTTOM LINE—Low tolerance for downtime**

# The Road to Success

- 2005
  - Microsoft/Intel shop
  - Existing co-location facility with replication
  - Minimal latency in replication
  - SLA = 4 hour, RTR = 8–10 hours
    - Special skills
    - High risk
    - Increasing business scope

**BOTTOM LINE—Understand the ever-changing business requirements for continuity**

# The Road to Success

- Simplicity
- Reliability
- Certainty in SLA
- Do more with less
- Marketable solution
- Easily expandable
- Partner

**BOTTOM LINE—Gather requirements  
beyond the scope of IT**

# Primary Site | Backup Site

**FC to IP**  
McData 1620

**Storage**  
FLX280

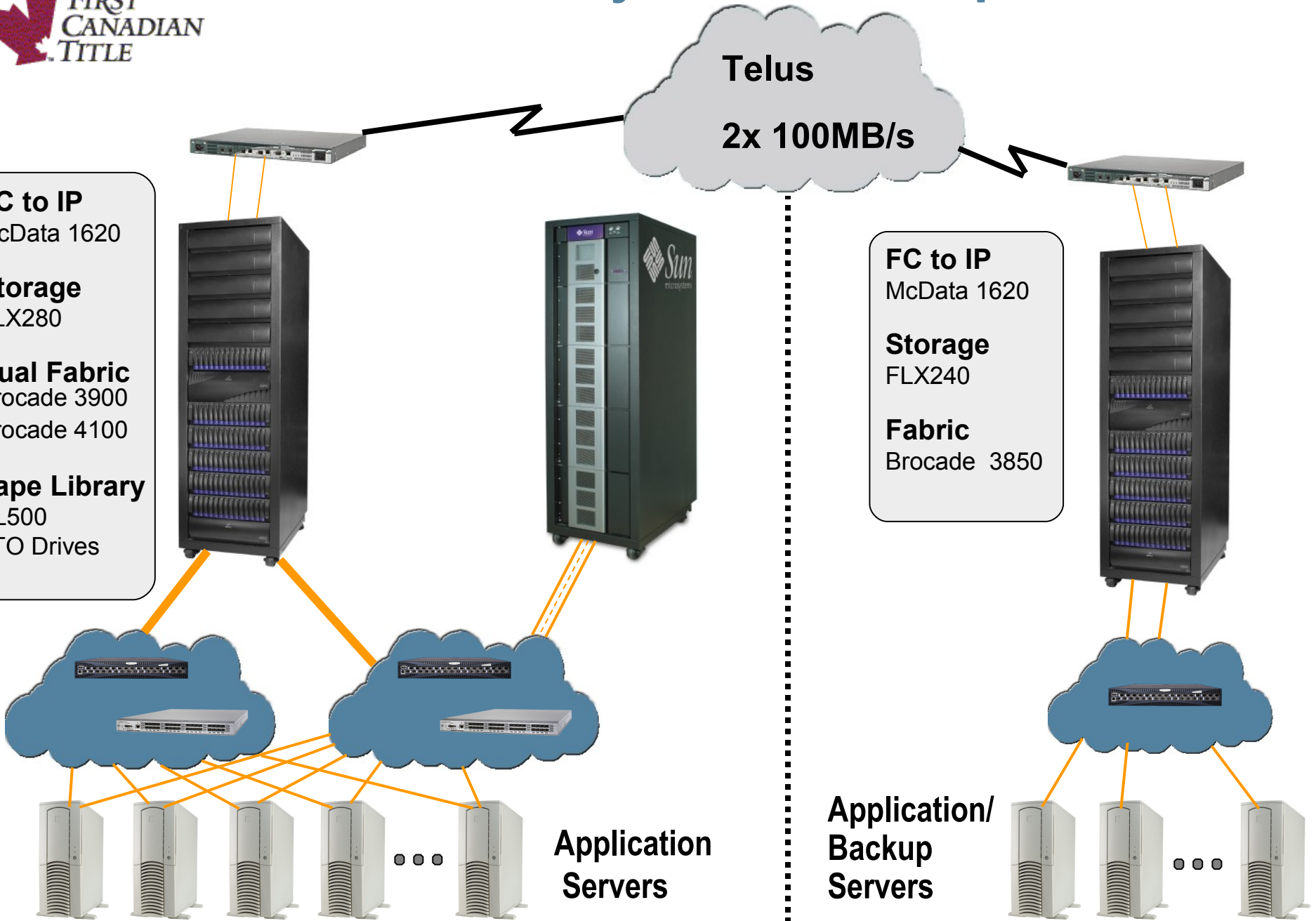
**Dual Fabric**  
Brocade 3900  
Brocade 4100

**Tape Library**  
SL500  
LTO Drives

**FC to IP**  
McData 1620

**Storage**  
FLX240

**Fabric**  
Brocade 3850



**Application  
Servers**

**Application/  
Backup  
Servers**

## 6 Steps to Success

- Do not under scope the requirements
- Ask “why?” throughout
- Make sure the right players participate
- Test incrementally and benchmark
- Use one vendor
- Share your successes

**BOTTOM LINE—Monitor and Promote Externally**

# Solution Results

- MTR
  - 93% improvement
- TCO improvement
  - 16% reduction
- Increase in Replicated Applications to the business
  - From 2 to 9
- Customer Satisfaction
  - Internal and external
  - Priceless

**BOTTOM LINE—Push to deliver and be prepared for increasing business demands**

# Continuity Vision for the Near Future

- Total Replication
  - Hardware and software
- Even lower MTR
- Total Automation after Commit
- Change Management Rigour
- Test, Test, Test

**BOTTOM LINE—Business must continually participate**

# Summary

- Understand your requirements
- Understand what you don't want
- Understand the limits
- Be prepared for fast business changes
- Partner with those who want you to succeed
- Increase your value

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