

# Case Study: Gamma Global turn BIP services in to production

**G**amma Global (UK) Ltd began trading in 1989 and quickly rose to become a market leading independent distributor of IT products. Focus on quality and service levels has seen the company grow, employing 60 industry professionals, trading in over 50 countries and with revenues exceeding €69million. Gamma Global rely on IT systems to maintain supply and service levels. System downtime can result in a failure to meet tight delivery schedules.

“Without BIP Services we potentially faced a number of days’ system downtime”

Mike Cookson - IT Manager



## The Challenge

In today's business environment much of the communication between organisations like Gamma Global and their clients and suppliers is electronic. When transactions are lost, it leads to unhappy clients, unhappy suppliers and can directly damage the profitability of the company.

Gamma Global had to find a solution that would give them peace of mind, ensure system availability and minimise the risk of losing information. They chose Capital Continuity's Business Interruption Protection Services. One of a features that was most appealing to them was that all hardware, software and skills are included within the BIP Services contract. Just as importantly Capital Continuity implement and manage the service internally; recovering systems in the unfortunate event of a disaster and restore recovered systems back to the live environment.

## BIP Services in Action

Then in August 2008 an event occurred which confirmed that Gamma Global's choice of Capital Continuity's BIP Services had been the right one.

On the morning in question the Gamma Global IT team arrived at the office to discover that a critical production system had failed at 07:24am. After some initial investigations regarding the problem a member of the IT team placed a high priority call to Capital Continuity invoking their BIP Services. By 08:25am an experienced Capital Continuity engineer had confirmed all the necessary system details with the Gamma Global team. Accessing the BIP Services environment remotely and commenced recovery which only took a few moments. By 08:34am system recovery was complete. From instigating the recovery procedure to being up and running again had taken just 9 minutes!

Mike Cookson, Gamma Global's IT Manager explains;

“If we had suffered this major system failure without BIP Services we potentially faced a number of days’ system downtime. Gamma Global revenues exceed €69 million; it doesn't take many hours of system downtime for the financial losses to really rack up. BIP Services delivered a clear return on investment in this single incident by protecting us from the consequences of the event and allowing us to maintain our position in a very competitive marketplace.

Capital Continuity's BIP Services was selected because it is a fully managed service. Service management, recovery processes, system testing and reinstatement of the production environment after an incident, are all handled by the team at Capital Continuity. This allows us to focus on supporting the core business systems.”