



# QWEST SOLUTIONS FEATURING:

Qwest iQ<sup>®</sup> Networking Internet Port Service

Case Study:



#### CUSTOMER:

Summit Investment Partners  
www.summitpartnersllc.com

#### BUSINESS CHALLENGE:

Executives at this financial services company wanted to boost the robustness of their business continuity (BC)/disaster recovery (DR) capabilities by adding a second, redundant data-backup site. Simultaneously, IT managers wanted to shorten backup windows and improve file-restoration service levels.

#### SOLUTION:

Technicians implemented the Qwest iQ® Networking Internet Port service to link the firm's new Cincinnati, Ohio data-backup facility with an existing site in nearby Dayton. They leveraged Qwest-provided Adtran NetVanta 3400 Series Multiservice Access Routers to create a secure IPSec tunnel between the two BC/DR sites.

#### BENEFITS AND RESULTS:

- The Qwest solution upgraded the redundancy of the firm's BC/DR network
- The Qwest circuit lowered data transport costs by 15 to 20 percent
- The T-1 circuit performance:
  - » Saves IT staffers time by allowing them to quickly access and restore files in native form—even during backup operations
  - » Reduced the data backup window by 33 percent even while the size of data sets increased
- The reliable circuit provides a stable, secure BC/DR environment

## SUMMIT INVESTMENT PARTNERS

According to Summit Investment Partners (Summit), the company offers financial consultation services and investment products. The firm's registered investment advisors currently manage more than \$9.5 billion in assets for insurance companies, public and private pension funds, endowments, foundations, mutual funds and high net worth individuals.

The company serves clients from multiple offices in Cincinnati, Ohio and Lincoln, Nebraska. Advisors offer a wide range of products that include fixed-income and equity investment vehicles in addition to commercial mortgages and real estate opportunities.

Consequently, the firm has built a large book of business. For instance, Summit's commercial loan business has been steady, posting first mortgage sales of \$625 million and servicing loans totaling \$412 million.

All this activity has resulted in large amounts of customer financial data. And this information is subject to stringent regulatory requirements for BC/DR infrastructure and practices.



### FACING THE CHALLENGES

While the Summit BC/DR network met government standards, Summit executives decided to bolster the redundancy of their infrastructure.

"We wanted to turn up a hot site in addition to the one we had," said Babu Sonti, Chief Technology Officer for Summit Investment Partners. "We also wanted to physically distance the locations from each other while setting up one site closer to some of the employees that live in that area."

At the operational level, the company's limited network bandwidth resulted in a six-hour data backup window. That in turn created other issues.

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“The Qwest iQ Networking Internet Port service allowed us to exceed the BC/DR regulatory requirements for the financial services industry. At the same time, the circuit allowed us to dramatically shorten our backup windows and increase the productivity of our help desk people.”

—Babu Sonti, Chief Technology Officer, Summit Investment Partners

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“We didn’t dare to use the network during backups because that could result in errors,” said Sonti. “My help desk people had to locate and restore files afterwards and users had to wait to get what they needed.”

Sonti worked with his staff to come up with a plan to address these challenges. They reasoned that a T-1 solution would be sufficient for now, but wanted the option to bring in bonded T-1s as needed. “Our old provider couldn’t provide a scalable solution that would meet our goals,” said Sonti.

#### **PROVIDING A SUCCESSFUL SOLUTION**

“We chose Qwest because they’re a tier one carrier we can count on over the long term,” said Sonti. “They also had last-mile redundancy as well as SONET ring connectivity in our building. Qwest’s response to our RFP clearly stood out from the others.”

Sonti’s team worked with Qwest technicians to implement the Qwest iQ® Networking Internet Port service at Summit’s Cincinnati hot site. They deployed a Qwest-provided Adtran NetVanta 3400 Series Multiservice Access Router to interface with the Qwest circuit. The Qwest team then set up an IPSec tunnel to link the Cincinnati facility with Summit’s redundant hot site in Dayton, Ohio.

Backup servers in each location run replication software to mirror corporate data between the two sites on a daily basis.

#### **DELIVERING RESULTS**

“We had a strong regulatory requirement to meet and with the Qwest service, we more than fulfilled that need,” said Sonti. “Today, we have redundancy through the Qwest network and redundancy in our data backup sites to safeguard our sensitive customer data.”

#### **HIGH-VALUE BENEFITS FOR THE MONEY**

The Qwest service implementation helped Sonti stretch his IT budget to accomplish more for Summit. “The biggest benefit we got was that the cost of the Qwest circuit was about 15 to 20 percent less than our old circuit,” said Sonti. “The performance of the circuit allowed us to cut our data backup window by 33 percent (from six hours to four) as well.”

The shorter window and higher bandwidth also eliminated worries about using the network during data backup operations. “My help desk staff doesn’t have to wait until the circuit is free before they do other work over the network,” said Sonti. “Any file can be restored now almost instantaneously.”

#### **ENTERPRISE-CLASS RELIABILITY SUITS BC/DR APPLICATIONS**

With the responsibility of safeguarding his firm’s private financial data squarely on his shoulders, Sonti has no regrets about choosing Qwest.

“We’ve been monitoring the circuit using HP OpenView and it’s just been flawless,” said Sonti. “We haven’t experienced any trouble or service disruptions to date.”

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### ECONOMICAL SCALABILITY

When Summit's data sets exceed the limits of the T-1 Qwest iQ<sup>®</sup> Networking Internet Port service, Sonti can incrementally add bonded T-1s. "One of the reasons we went with Qwest was to be able to add T-1s in alignment with our usage. We can step up our bandwidth easily and economically in T-1 increments until it makes sense for us to go with a fractional T-3."

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