

case
study

First Data

First Data Streamlines Disaster Recovery
With ACI DataWise™





From secure transactions to customer loyalty to risk management, First Data provides payment solutions for businesses and consumers around the world. For more than 150 years, First Data has made commerce more efficient, more convenient and more secure. As one of the nation's leading electronic transaction processors, First Data recognizes that maintaining continuous system availability is essential. Even in the event of an outage or disaster, First Data must preserve and protect its data. And it must do so without hindering its live processing performance.

Accessibility is Everything

Disaster recovery is certainly a priority for First Data. However, First Data realized that its in-house disaster recovery system was inadequate. With its in-house system, data overfilled the queue, and records had to be manually sent to the disaster recovery modules. The backup process of the VOS systems required vast improvement. First Data also needed a more convenient way to access transactional data.

After extensive product reviews, First Data decided to invest in ACI DataWise™. DataWise is a Stratus®-based transactional data management (TDM) solution that moves high volumes of data between Stratus systems, as well as from Stratus systems to different hardware platforms and target databases. DataWise stores captured data locally and sends it directly to the target destination in real time. If connectivity is lost, then the production application will keep running unaffected while DataWise continues to capture data. When connectivity is restored, DataWise resumes sending data to the target — with no loss of data.

Up and Running

DataWise was first installed on the development Stratus for beta testing. Once complete, it was moved to a production Stratus module and used for VOS-to-VOS transaction replication, sending real time transactions to the disaster recovery modules. In total, DataWise replicates approximately 4 million records daily. In addition to solving its disaster recovery needs, First Data implemented a data warehouse solution to gain better access to its transactional data. With DataWise's cross-platform replication capabilities, First Data can move data from the Stratus platform

to populate an Oracle® data warehouse. First Data can now access live production data with virtually unlimited user-defined views and queries. And with DataWise, there is no negative impact to the live production system.

DataWise has ultimately enhanced the performance of First Data's disaster recovery modules. "DataWise is easy to use," said Chris Smith, Stratus technical services administrator, at First Data. "It is reliable and easy to maintain." First Data has also gained operational efficiency, as DataWise can be modified using configuration files, which eliminates the need for coding and development.

Maximum Performance, Minimal Overhead

With its data capture functionality, DataWise provides optimum performance while minimizing overhead; typical implementations take up less than 5 percent of system resources.

"We used the VOS utilities to test the system overhead and we detected very minimal impact on production applications," Smith said.

From initial trial implementation to training and support, First Data has been pleased with its investment in ACI. "The support has been excellent," Smith said. "The technical team is very knowledgeable. All the questions we had during installation and testing were addressed in a timely manner. We value and appreciate the partnership we've established with ACI. They have helped us achieve our business objectives."

