

# CASE STUDY

## IT Business Continuity and Customer Expectations



### WHY CON CAST PIPE CHOSE LANWORKS

Con Cast Pipe Inc, of Guelph, Ontario is a concrete precast innovator that has been manufacturing a comprehensive range of infrastructure products since 1989. They are a full service supplier to the sewer and water main industry and municipalities across Ontario. Their product line encompasses gravity sewer pipe, maintenance holes, box units, monobox maintenance holes, utility chambers, custom precast chambers and other products.

#### The Challenge

As a leading provider of infrastructure products to key organizations, Con Cast Pipe was ultimately required to maintain a comprehensive IT business continuity plan. In the spring of 2016, Con Cast Pipe made it a priority as more and more of its customers were now making it a nice to have "business" requirement, while one firm actually made it a go forward business mandate.

Its customers required assurance that Con Cast Pipe could handle unforeseen business interruptions caused by any type of IT disaster, including human error, power disruption, data corruption, computer failure, pandemic, inclement weather and natural disaster.

#### Con Cast Pipe Needed To Address The Following

- Can the business withstand an unforeseen interruption, so as to not affect the quality of service provided to its customers and partners?
- Has the organization identified mission critical business applications so that ongoing business transactions with customers will not be affected in the event a disruption occurs?
- Does the organization exercise, maintain, document and review its IT business continuity plans on a regular basis?
- Does the organization conduct regular and/or periodic testing, and can it provide "Compliance Verification" as part of customer business requirement?

The solution had to be cost efficient to meet all of the above requirements, while minimizing IT staff involvement. At the same time, this solution had to be implemented seamlessly and on a timely basis with minimal costs associated to its data circuits, hardware or software.



*"Our business is very much service orientated and any possible disruption would be a challenge for ourselves and our customers. We required a disaster recovery solution that regardless of the crisis, my IT resources would not be scrambling, panicking, or stressed to come up with a timely resolution. We were looking for a proven, very secure, automated recovery solution, so that whether we had a power outage, or a mechanical IT failure, our business processes would remain intact".*

**Mark Wetselaar,  
CFO, Con Cast Pipe**

*For additional information on how **Lanworks can help your organization**, please contact us:*

**T. 905.212.1555  
E. [info@lanworks.com](mailto:info@lanworks.com)**

5155 SPECTRUM WAY, UNIT 11  
MISSISSAUGA, ONTARIO, L4W 5A1

**LANWORKS™**  
[WWW.LANWORKS.COM](http://WWW.LANWORKS.COM)

## The Solution

Con Cast Pipe chose to partner with Lanworks. Lanworks began the process by following a standard IT Business Continuity Lifecycle methodology. Con Cast Pipe stakeholders were interviewed to establish risk assessment, Recovery Time Objectives (RTO), Recovery Point Objectives (RPO) and the overall business continuity strategy. Based on the above parameters, a plan was developed that included nightly replications to Lanworks' multi-tenant hosted DR environment. The initial seed replications were completed over consecutive weekends and weeknights in order to not disrupt system availability and network performance during business hours.

### The solution included:

- Automated nightly replication
- Monitoring of daily operations
- Remote access to replicated servers
- Ability to recover a single server or the entire environment
- Maintaining of multiple server restore points allowing recovery from previous days
- Periodic recovery compliance testing and reporting
- Available DR seating at the datacenter

## The Results

Con Cast Pipe is now compliant with its customers' business requirements. Should it have a failure, they are now protected with a proper failsafe solution, as its data and business applications are now stored safely and securely at an offsite facility where they can be easily retrieved remotely by its staff, if necessary. They accomplished all of this without a capital outlay, without adding manpower and with a minimal impact on their internet bandwidth.



*"The adopted solution provided us with the compliancy requirements to fulfill our customers' business obligations and the peace of mind that our data and applications are now supported by an offsite secure datacenter, should we ever have an issue".*

**Mark Wetselaar,  
CFO, Con Cast Pipe**

*For additional information on how **Lanworks can help your organization**, please contact us:*

**T. 905.212.1555**

**E. [info@lanworks.com](mailto:info@lanworks.com)**

5155 SPECTRUM WAY, UNIT 11  
MISSISSAUGA, ONTARIO, L4W 5A1

**LANWORKS™**  
[WWW.LANWORKS.COM](http://WWW.LANWORKS.COM)

# Personalized *IT* for Your Business