



Case Study

CBTS revamps rail operator's IT environment—enabling scalable growth, disaster recovery, and safety mandate compliance

Client

Railroad operator

A railroad operator serving one of America's largest metro areas had to upgrade its technology to meet a federal rail-safety mandate. While implementing that upgrade, the rail company decided to strengthen its technology infrastructure and launch a proven disaster recovery program.

Challenge	CBTS solutions	Results
<ul style="list-style-type: none"> A railroad operator needed to upgrade its technology to meet a federal rail-safety mandate. The company did not have the personnel to develop a robust disaster recovery program. The company needed to transform its IT enterprise computing production environment into one with effective scale-out/scale-up flexibility. 	<ul style="list-style-type: none"> CBTS developed a managed production environment in a private cloud in one of its data centers and implemented a secondary DR site in another city over 100 miles away. Policy-driven backups are securely transmitted to an off-site CBTS data/hosting center. CBTS provides managed Office 365 and managed Microsoft Azure. 	<ul style="list-style-type: none"> The rail company now has 24x7x365 uptime with innovative, cutting-edge IT support while shifting to a totally new IT infrastructure that provides maximum flexibility and scalability.

Challenge

Three key issues confronted the rail provider:

- **Positive train control (PTC) mandates:** The U.S. government has ordered all rail operators to install sophisticated software and hardware to prevent collisions and derailments. All the rail provider's technology upgrades had to align with the PTC mandates.
- **Disaster recovery expertise:** The company didn't have the personnel to develop a robust disaster recovery program that could keep the company operating if an incident were to strike.
- **Aging, rigid technology:** They needed to transform its IT enterprise computing production environment into one with effective scale-out/scale-up flexibility—all the while keeping the trains running on time around the clock.

Solution

The rail company partnered with CBTS to build a new virtualized infrastructure for primary IT production that offered a rich suite of business continuity and disaster recovery capabilities.

CBTS key initiatives included:

Cloud migration: CBTS developed a managed production environment in a private cloud in one of its data centers and implemented a secondary disaster recovery site in another city over 100 miles away.

Real-time system surveillance: CBTS launched remote monitoring and management of the rail provider's onsite systems and network devices, with fail-over to the secondary disaster recovery site.

Smart backups: Policy-driven data backups are securely transmitted to an off-site CBTS data/hosting center

Critical email: CBTS provides managed Office 365 and managed Microsoft Azure

Thorough testing: To make sure the disaster recovery plan excels in the event of an incident, CBTS performs regular testing to ensure the entire recovery process is documented and end users are able to connect seamlessly.

Results

With decades of experience developing sophisticated enterprise IT environments, CBTS ensured that the rail company could meet its prime goal—24x7x365 uptime with innovative, cutting-edge IT support—while shifting to a totally new IT infrastructure that provides maximum flexibility and scalability.

With primary IT production systems hosted in a dedicated private cloud and a burstable disaster recovery site in a second location, the rail provider can rest assured it has the technology it needs to change with the times while abiding by federal rail-safety mandates.

Partnering with CBTS helped the company's IT staff stay laser-focused on its business priorities while CBTS untangled the complexities of a cloud migration and disaster recovery program.