

## COMREG'S HOSTING SERVICES



A stable, secure and redundant hosting environment was a key consideration when ComReg awarded their hosting contract to Data Electronics. Over time, this partnership has strengthened, with the service now supporting disaster recovery and other business continuity services.

ComReg is the statutory body responsible for the regulation of the electronic communications sector (telecommunications, radio communications and broadcasting transmission) and the postal sector. To support its role as a regulatory body, ComReg provides information to industry, consumers, press and other stakeholders through its websites which it relies on as a key communication tool.

For this reason, it is imperative that ComReg's websites operate to the highest level of performance on a 24/7 basis with no interruptions or downtime.

Through their partnership with Data Electronics, ComReg has been able to provide the environment to ensure that the services required to run its website are operational 100% of the time. Since the regulator started working with Data Electronics, its hosting needs have become more demanding and ComReg have added of a number of 'sister' websites to its portfolio. Data Electronics has provided a safe, accessible, reliable environment on which these sites could be built, run and accessed, and with one particular site ([www.callcosts.ie](http://www.callcosts.ie)) attracting in the region 50,000 visitors on the day it was launched to the public, this was a key priority for ComReg.

*"The key to ensuring an organisation has optimum uptime reliability begins by preparing for all possible scenarios and developing a plan that allows the core business to continue free of interruption"* - Barbara Delaney, Information Services Manager, ComReg.

### THE BRIEF

In terms of Business Continuity, ComReg's main priority was to ensure the continuity of its critical business processes and activities to guarantee that any major incident would have a minimal impact on the functioning of its organisation. In order to achieve this, ComReg identified a number of key requirements to be provided. One of which included the provision of a stable infrastructure which could meet and adapt to the changing needs of its organisation.

*"Our objective was to implement a comprehensive plan covering not just our systems and data, but also our people and facilities. After all, both are impacted in the case of a service interruption"* said Delaney.

With a core emphasis on securing and protecting its critical data to minimise any potential risks, ComReg needed to develop a comprehensive continuity plan which could satisfy the requirements of its critical business and IT priorities. A key component would be the data





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**Barbara Delaney**

Information Services Manager  
ComReg

centre which was capable of hosting its mirror infrastructure as well as managing and monitoring its services on a 24X7 basis. Given ComReg's regulatory mandate, it is an advantage that the data centre is carrier-neutral with a choice of carriers and the ability to select vendors and networks that best fit its requirements, without proprietary or other carrier specific constraints.

## THE RIGHT RESULT

ComReg's hosted environment at Data Electronics addresses redundancy, protection, security and disaster recovery issues that would not be cost effective, feasible or sufficient to minimise risk if provided at its office location.

The services provided by Data Electronics include hosting, monitoring and hot/mirror servers, data replication and SAN mirroring space to ensure key data is replicated on a daily basis. A hot desk office which accommodates up to 20 ComReg employees has also been made available. This offers a location for ComReg's employees to work and access key information in the event of an emergency. Two trial runs have been conducted by ComReg at the site location both of which have proved a success.

ComReg's partnership with Data Electronics has been hugely beneficial to its business. ComReg have moved from a situation where any risk of infrastructural instability would impact on its day-to-day operations, to a scenario where a coherent and planned approach to manage the potential risks of disruption to its enterprise has been implemented.

The solution from Data Electronics positively impacts the IT activity within ComReg. It has allowed its IT staff to develop a strategic focus on the business, focusing on designing and implementing new applications to benefit all stakeholders as opposed to monitoring infrastructure elements. This has been extremely beneficial for its business, making for a more challenging and satisfying role for employees, enabling better planning and greater flexibility.

*"If I was to list three key areas that stand out in terms of Data Electronics, I would say firstly, their state-of-the-art infrastructure, secondly, their internal processes and thirdly their people."*

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