



The Specialist

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Case Study: eTeam Software



Sydney Based eTeam Software is a world leader in the provision of financial software development services such as: online payments; online security, account aggregation and wealth management. Having dedicated years into developing patented technology under contract for their clients and through their commitment to proven, low-impact and risk-free implementations, software developed by eTeam Software is being run by an impressive customer base, which includes major financial institutions and online service providers the world over.

Scenario

eTeam Software is at its foundation, an IT software development company and as such, have highly computer-literate employees. Rigorous performance and availability requirements were demanded by their International clientele and eTeam Software with their internal IT support team, had historically managed their own IT infrastructure over the years.

eTeam Software was considering ways that their network could be improved without disrupting their own core development and decided there was a need to consult

system. Further, the setup was highly dependent on effective monitoring and the knowledge transfer of internal emergency procedures so that failover could be effectively performed by others in the absence of the primary responsible officer.

Solution

eTeam Software approached The Specialist about a possible solution for their issue. The design proposed and implemented by The Specialist involved a redundant configuration utilising dual Cisco 2600 routers and Hot Standby Router Protocol (HSRP) in concert with Border

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external experts. One aspect of their IT infrastructure that they were looking to change, was that of their Internet connectivity, which represents a core requirement of their business.

At the time, eTeam Software had a redundant configuration, whereby a member of the eTeam Software IT staff would revert manually to the backup configuration in the event of a failure in the primary device or Internet connection. Once the issue had been rectified, manual adjustments were again made as required to revert back to the primary configuration.

This arrangement historically met their requirement for high availability. However, the manual process was cumbersome, introduced unnecessary delays and increased the possibility of errors being introduced to the

Gateway Protocol (BGP). The configuration allows for *automatic* failover in the event of a router or Internet connection failure without any human intervention.

Outcomes

The company is very pleased with the result and has thus eliminated a very resource-intensive activity from their daily operations. Since the implementation, eTeam Software have experienced a couple of Internet connection outages and the system has performed as required, seamlessly switching over to the backup Internet connection.

Mark Chazan, eTeam Software's Director of Projects, remarks that,

"We had very demanding requirements and we were very impressed with the expertise and professionalism of the Specialist when they presented an elegant solution to a complex problem and proceeded to implement the solution and make it work as designed."



Professional Services for Professional People

The Specialist is now held in high regard by eTeam Software for any specialist IT tasks, for which they do not possess the in-house expertise.