



*"We were looking for a robust and solid data protection and failover solution, and Synegi recommended the Neverfail high availability solution. It turned out to be the perfect solution – it provides complete protection at a great price."*

Paul Lynch, Chief Technology Officer  
Wilbur Curtis Company

## **Neverfail and Synegi** partner to deliver an **affordable, high availability solution** that keeps communications continuously flowing at **Wilbur Curtis**.

### **The Business Need**

Wilbur Curtis didn't become a world leader in commercial coffee brewing equipment by accident. Since 1941, the company has been built on two promises: quality manufacturing and superior customer service. And with headquarters in Montebello, CA, a large team of regional sales representatives and a constantly increasing number of customers across the country, delivering top-notch customer service has become an ever growing challenge.

Wilbur Curtis recognized years ago that email was crucial in ensuring that the company operated seamlessly by maintaining day-to-day interaction between its headquartered employees, the sales force and their customers. More electronic communications, more electronic order placements — every new customer places increasing demands on the company's Microsoft® Exchange environment and Wilbur Curtis realized the importance of maintaining high application availability and accessibility at all times.

Wilbur Curtis looked to Synegi's expertise in network integration and system design to implement the best high availability solution. Together they explored a wide range of options — from expensive hardware systems and complex clustering solutions to replication and back-up technologies — for the company's LAN. Synegi recommended, and Wilbur Curtis agreed, that the Neverfail Group's dual server solution would deliver all the advantages of other high availability software, but without the significant cost and complexity of traditional offerings. Through Synegi, Wilbur Curtis' management also discovered that Neverfail's solution offered something that no other company could: application monitoring. Neverfail for Exchange would proactively monitor Wilbur Curtis' entire server environment, and if a problem occurred, Neverfail would take a variety of preemptive, corrective actions before resorting to a full system failover to ensure a reliable and resilient Exchange environment.

### **The Process**

Synegi assisted management at Wilbur Curtis in realizing that high availability could never be truly achieved without first addressing the existing servers overall health; i.e. reliability. Synegi also explained that, in the event of a slowdown or complete shutdown, high availability software solutions can substantially reduce recovery time, but none address the underlying issues that are causing the problems to begin with. Even if remedial actions are taken; user, system and configuration errors will cause deterioration in the health and stability of the server. To ensure long-term server reliability, Wilbur Curtis first implemented Neverfail's Server Check, Optimization and Performance Evaluation (SCOPE), a combination of automated software tools and processes to: 1) provide detailed information about the current running state of their server, and 2) present recommendations to establish a solid platform for long-term server reliability.

With approximately 375 users accessing email and performing other collaborative tasks both internally and with the company's many customers, one of Wilbur Curtis' major concerns was finding a solution that installed easily, quickly, and with minimal impact on their employees, sales representatives and customers. Neverfail's implementation was painless and completely seamless. Of course, the real the value of Neverfail for Exchange became apparent to Wilbur Curtis when, to test for proper installation, Synegi switched the workload between the company's primary server and a secondary server several times without any disruption of services whatsoever. Neverfail for Exchange assures the highest customer service level by ensuring Microsoft Exchange is always accessible and providing site protection and recovery in either LAN or WAN environments.





## The Results

Neverfail's switchover and switchback capabilities proved valuable during scheduled maintenance recently performed at Wilbur Curtis. The solution ensured complete application availability as the primary server's workload was manually switched to the secondary server without causing any downtime. But, Neverfail for Exchange proved itself invaluable during a recent outage. The solution automatically and seamlessly switched from the primary server to the secondary server without any interruption to users or data loss.

With Synegi leading the way, Wilbur Curtis was able to introduce a high availability solution into their server environment with both short-term and long-term benefits: a quick and easy installation with minimal impact on users and ongoing protection of communication between Wilbur Curtis employees, sales representatives and customers.

For Wilbur Curtis and dozens of other companies, Neverfail solutions have proven to be the most cost effective on the market. And, they've found that Neverfail not only performs better than any other solutions focusing on either replication or clustering for data availability, but at the lowest cost of ownership available today.

*"Synegi always recommends Neverfail; it simply provides our customers with the most effective solution at a highly affordable price. In addition, Neverfail is great to work with, and the solution is easy to install, and manage."*

**Gordon Emerson**  
VP of Integration Sales & Service  
Synegi, Inc.

## The Partner – Synegi

Founded in 2000 by storage industry & network integration veterans, Synegi is one of Southern California's fastest-growing integrators of network integration and storage area networks. A Certified Microsoft Partner as well as an Authorized Reseller for some of the most prestigious companies in the technology industry, Synegi's expertise in Storage & Backup, Network Infrastructure & Business Continuity has served their clients well.

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## THE COMPANY

### Wilbur Curtis

Nobody pours more thinking into coffee brewing than Wilbur Curtis Company. That's why Wilbur Curtis is the leading manufacturer of commercial coffee brewing equipment in the world, constantly growing with innovative technology, superior design and quality engineering.

Since the company's inception in 1941, Curtis - a family-owned business - has raised coffee brewing performance to new heights with consistently great-tasting coffee, easy one-touch brewing and long-life reliability. In the early '80s, Curtis introduced the first Gemini® Coffee Brewing System, which made consistently rich, full-bodied coffee in high volumes. With the speed of a compact brewer and the volume of an urn, the Gemini® set all-new standards for brewing equipment. Every new improvement and added feature raises the bar even higher.

*"Neverfail's switchover and switchback functionality really proved valuable during a recent scheduled maintenance; we were able to provide continuous service to our users without any disruption. But more importantly, Neverfail, not too long ago, saved us from a very unpleasant situation during a power outage – we experienced no downtime during that outage."*

*Irving Freyre*  
Director of Information Technology  
Wilbur Curtis Company