



COMMUNITY CONNECTIONS

DELIVERING HIGH AVAILABILITY BACKUP IN MCHENRY COUNTY

CONTACT INFORMATION

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COMMUNITY PROFILE

Population 312,373
Square Miles 603.51
Police & Fire Agencies 43

PRODUCT PROFILE

High Availability



SITUATION

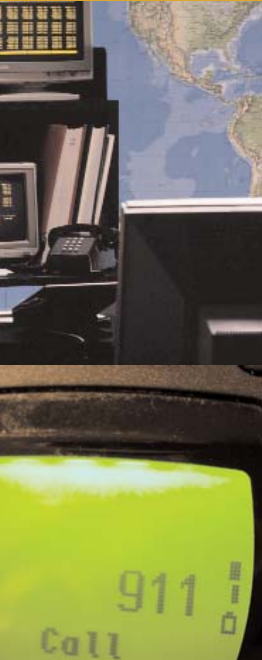
McHenry County lies fifty miles to the northwest of Chicago and incorporates among its public safety operations an Emergency Telephone System Board (ETSB) and 911 Service. This service co-ordinates the different agencies across the county who respond to emergency calls, including 26 different police departments and 17 fire departments county-wide who respond to, log, and then react to critical situations on a 24/7 basis. Because multiple agencies are involved in the emergency response process, efficient data back-up is critical. Thus, McHenry County sought out a solution that could protect their databases from unnecessary downtime.

SOLUTIONS

With increased demand for around-the-clock availability and pressure to meet specific information security requirements, McHenry County relied on their application software provider, SunGard HTE, to develop a solution that would maintain the continuity of their operations with no loss of crucial data. SunGard HTE recommended that the county implement SunGard HTE's High Availability Solution, powered by *noMAX, to run on their two IBM System i servers.

SunGard HTE's High Availability solution eliminates planned downtime for nightly backups, system upgrades, and preventative maintenance. Also, this solution reduces turn-around time, allowing continuation of services.

Theresa Carlson, who was tasked with overseeing the High Availability implementation within



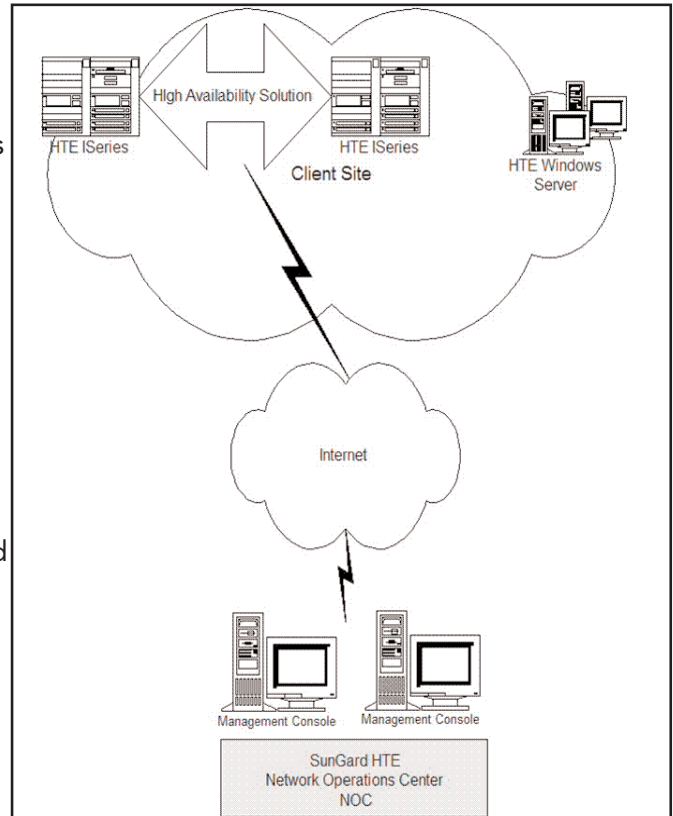
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McHenry County, said, "The process was quick, straight-forward and well supported both on-site and remotely."

Perhaps most importantly, SunGard HTE's NaviLine High Availability solution was able to satisfy emergency service personnel who found it difficult to stay off the system during backup procedures due to the critical and time-sensitive nature of their tasks.

IMPACT

Ultimately, the ease of installation and deployment of this software became apparent after implementation. "I needed the process to be fool-proof, which is exactly what was delivered. Beyond this, it was the actual outcome that was even more impressive. Once the software was deployed, our role swap took only 12 minutes to complete. By any measure – that was impressive," Carlson explains.



With SunGard HTE's NaviLine High Availability solution, McHenry County has experienced greater speed and data back-up capability within its ESTB and 911 service. Further, this solution has passed a raft of rigorous testing – including shutting the system down without warning to allow the back-up database to take over. Carlson notes, "When an emergency comes, there will not be any warning then, either. That is what makes HTE's High Availability such a vital addition to our technology."