LifeKeeper® Ensures Credit Card Processing Center's Servers Are Highly Available

"By choosing LifeKeeper for its business continuity solution Multicarta is a proof-point for LifeKeeper and future customers in the Russian market" -Vitaly Shpak, Chief Commercial Officer at Aflex Software

Solution protects data aggregation, processing and transition inside Interregional Center for Informatization of the Central Bank of the Russian Federation

Multicarta Ltd is certified by worldwide payment systems Visa International and MasterCard International as a third party processor. The company is also licensed by Diners Club International and American Express for undertaking the technical processes concerned with credit card payments.

Multicarta Ltd is a leading provider of credit card authorization and data encryption services in Russia. Its clients - banks and financial companies – enjoy full IT and technical support that is required for fast, reliable and secure financial data processing.

The Challenge

Credit cards are the most widely used form of payment for everyday shopping, online purchases and especially by travelers. Every credit card purchase generates an authorization request which is transmitted to and processed by a special facility called a "processing center".

Authorization control systems are processing thousands of requests every second 24 hours a day. Every minute of server downtime negatively affects every aspect of the links

between the bank, the processing center and the individual "shopper". If customers are unable to make their purchases, the reputation of the card-issuer bank can suffer and the number of clients supported by the processing center may decrease.

Multicarta takes pains to ensure that the heart of its system, their authorization servers, have the highest degree of fault resilience and high availability possible.

The Solution

Multicarta utilizes two HP ProLiant DL580 G3 servers with Red Hat Enterprise Linux AS 4 accessing an EVA 6000 shared storage array as a hardware platform for its authorization control system. The key software component is an IBM Informix database – it processes and stores the critical authorization data.

This system must be available 24/7/365 as a key element for supporting the company's IT strategy. When choosing a high availability solution, Multicarta's IT-team was searching for a product that could ensure not only seamless server failover but also the IBM Informix database.

SIOS

After thorough market analysis IT officers concluded that SIOS' LifeKeeper suited their needs best of all, meeting and even exceeding some of their key performance indicators. The decision was made to purchase and deploy LifeKeeper for Linux along with the LifeKeeper Informix ARK – which provides Informix database support. This integrated solution was deployed by Aflex Software, an authorized SIOS partner in Russia. The system was configured by Aflex support and deployed by Multicarta's in-house IT officers to test and fine-tune the complete system. During and after the deployment Aflex's engineers provided appropriate consulting, training and support needed to start the system on time and maintain its operation.

Benefits

Since the end of the testing period in July 2007, LifeKeeper assures uptime and availability of Multicarta's authorization control servers. Multicarta's IT staff benefits from the solution's capabilities. Mikhail Fedorov IT Director at Multicarta said: "LifeKeeper made system and application updates considerably easier and reduced planned downtime to just a few minutes. Last year we had to update our Informix database. Before LifeKeeper it was a real headache but now we simply install the new version to the backup server and then make a quick and transparent failover – customers weren't aware of any changes to the system. And what we really appreciate is availability: It is now 99,997% which means 15 min max downtime / year".

From now on those card holders of issuing banks that utilize Multicarta services are even safer when making purchases all over the globe any time of day and night. They may be absolutely unaware of LifeKeeper but are assured that their transactions will be authorized quickly and will never incur technical rejections. Card issuing banks, in turn, have another key reason to trust Multicarta, Ltd as it demonstrates remarkable dedication to ensuring business continuity and providing clients with the highest quality services.

"We are absolutely satised with LifeKeeper; it has significantly improved our system's overall availability and simplified IT procedures. In addition, Aflex Software's engineers have been very helpful during this process. They identified and acquired the best solution to meet our requirements, deployed it and provided all of the consulting and support necessary for this mission-critical software", concluded Mr. Fedorov.

"One cannot overrate the need for high availability of electronic commerce systems. IT infrastructures of processing centers are getting bigger and more complicated as the payload increases", added Vitaly Shpak, Chief Commercial Officer at Aflex Software. "By choosing LifeKeeper for its business continuity solution Multicarta is a proof-point for LifeKeeper and future customers in the Russian market".

About SIOS

SIOS delivers innovative software solutions that provide application availability and disaster protection for Windows and Linux environments.

Clusters Your Way.™

An essential ingredient in any cluster solution, SIOS SAN and #SANLess clustering software provides the flexibility to build clusters your way to protect your choice of Windows or Linux environment – and any configuration (or combination) of physical, virtual and cloud (public, private, and hybrid) storage – without sacrificing performance or availability. SIOS provides unique #SANLess clustering software that eliminates both the cost and the single-point-of-failure risk of traditional SAN-based cluster solutions.

Founded in 1999, SIOS Technology Corp., is headquartered in San Mateo, California, and has offices throughout the United States, United Kingdom, and Japan.

About Aflex Software

Aflex Software is an authorized representative of SIOS Technology Corp. in Russia, working closely with Nordicmind Ltd. Aflex Software provides assessment, deployment and technical support for SIOS LifeKeeper solutions. Using their vast experience of deploying enterprise-oriented software packages Aflex Software engineers and managers are able to devise business continuity and disaster recovery plan for any company no matter small or large. Aflex Software ensures accurate analysis of client's requirements and always chooses the best options. Close cooperation with the vendor provides unparalleled technical support on every stage of planning, deployment and usage of the solution. For more information please visit www. Aflex-software.com

About Multicarta Ltd

Multicarta Ltd is a processing company founded in 1994. Today it is one of few processing centers providing its clients – banks and credit companies – with a full range of IT services concerned with credit card payments. Multicarta Ltd is certified both by major credit card companies and FAGCI for providing data encryption for international credit card payment systems and technical support for data encryption hardware and.

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