

WEATHERBYS



WEATHERBYS STAYS ON TRACK WITH DAMOVO'S BUSINESS CONTINUITY SERVICES AFTER FIRE

Damovo offers best of breed disaster recovery support in Weatherbys darkest hour

Making Every Race Meeting

As an integral part of British racing since 1770, Weatherbys administer racing under contract to the British Horseracing Board and have for over 200 years published the General Stud Book, the industry's most comprehensive record of racehorse pedigrees. A horseracing administrator and publisher, Weatherbys is also a registered Bank and provides a variety of financial and insurance services.

From its inception, Weatherbys has acquired a name for providing accurate information and reliable services in a timely manner. Telephony is at the heart of everything the company does and its reliability is critical to business success. Its immediacy is paramount to Weatherbys service offering and reputation.

Losing the Stakes

"No telephones. No business," says Mike Kiziak, Weatherbys Office Services Manager. So when the communications room caught fire on Friday, 13 August 2004, Weatherbys worst nightmare seemed to have come true. "The Wellingborough site hosts 283 people and it is where we carry out the majority of our business. In the fire we lost the main telephone switch and consequently all our telephone numbers and connections. Almost the entire communications room and cabling were destroyed. This could have been disastrous since telephony is paramount to the operation of our business."

Weatherbys communications system consisted of an Ericsson Private Branch Exchange (PBX), managed by communications solutions and services provider Damovo who have installed and maintained Weatherbys infrastructure for the past 20 years.

NO BUSINESS HOURS LOST AND THE TRANSITION WAS ALMOST SEAMLESS

Damovo Proves a Safe Bet

Luckily, Weatherbys has a Platinum Service Maintenance agreement with Damovo, which includes Business Continuity solutions for circumstances such as this. This guarantees that:

- ▶ An emergency mobile PBX communications unit is dispatched within two hours of Damovo receiving a call, and on site within 12 hours
- ▶ Digital Enhanced Cordless Telecommunications (DECT) telephones are up and running within six hours of arrival
- ▶ A dedicated Damovo engineer and incident coordinator is available throughout the recovery period

The Thoroughbred of Telephone Disaster Recovery

“In the early hours of Friday morning we made the call to Damovo. At 9 am the communications unit arrived. By Friday evening the new mobile PBX switch and ISDN line were connected and we had decided which staff members would receive the 90 DECT telephones on Monday morning,” explains Mike Kiziak. “We requested 40 further analogue PBX telephones on Tuesday and by Wednesday all 130 extensions were fully operational,” he concludes.

Had it been necessary, Damovo could have connected a further 500 analogue extensions. The mobile PBX trailer stayed on site until the communications room was fully operational again, which was only four weeks after the incident.

Predicting the Favourites - Winning the Odds

As a result of real-time efficiency and excellent project management, Weatherbys business could continue offering its customers the impeccable service they have come to rely on. “Damovo’s project team made sure everything went well,” continues Mike Kiziak. “We actually lost no business hours and the transition was almost seamless, but things would have been different if we did not have Damovo support. There is nothing we would change from their perspective.”

The fire demonstrated how important the PBX is to the smooth running of the business and also reinforced Damovo’s proactive approach to the communications system. Additionally, Weatherbys was so impressed with the DECT telephones that it recently conducted a feasibility survey and plans to introduce them on a permanent basis.

“...things would have been different without Damovo support...”

