



a higher level of  
managed IT services

**Case Study:**

## **Dominion Bond Rating Service: Always Online and Available with Fusepoint Disaster Recovery Services**

Dominion Bond Rating Service is a recognized global rating agency providing credit markets with accurate, timely and prospective credit opinions. Based on the expanding needs of its global clients, DBRS provides financial ratings on commercial paper, bonds, long/short term debt, and preferred shares, as well as asset-backed securities. DBRS also offers industry analysis, ratings reports, and indices for issuers throughout North America, Europe and Asia.

Considering the fact that many DBRS customers view the company's Web site as the 'source of truth' for all up-to-the-minute and archived information, it is critical for investors and consumers to have access and availability to the DBRS Web site without fail. If the site were to go down, DBRS would basically be cut off from the world. And in the financial sector, down time is not only unacceptable; it is fatal from both a business and reputation management point of view.

A decision was made to work with Fusepoint to implement and support a fully mirrored high-availability disaster recovery solution, essentially guaranteeing the always-on availability of [www.dbrs.com](http://www.dbrs.com). Fusepoint's Toronto-area facility now serves as one of two live production environments that power DBRS's mission-critical applications while guaranteeing uninterrupted site availability and uptime through a hot clustered environment. DBRS also runs a second mirrored site to ensure that redundancy and complete continuity is maintained at all times. The end result: peace of mind that DBRS's business and Web site will continue operating – even in the unlikely event of a crisis.

**Objectives:**

- Guaranteed uninterrupted infrastructure and application availability
- Protecting DBRS brand reputation as the "source of truth"

**Strategic Approach:**

- Develop a customized business continuity and disaster recovery plan
- Implement and support a fully mirrored high-availability disaster recovery solution
- Provide 24x7 monitoring and support

**Results:**

- Always available and always secure web presence
- Guaranteed facility, network and system service-level agreements
- Allows DBRS staff to focus on strategic elements of their business, leaving IT management in Fusepoint's capable hands



**What Dominion Bond Rating Service had to say**

"DBRS financial commentary carries a lot of weight in the commercial sector, and if a market development occurs we need to get our analysis out to customers as fast as possible. Outsourcing allows us to focus on the strategic elements of our business. The issue with high-availability services is that you are only as strong as your weakest link, and we're ensuring that we have redundancy every step of the way. Fusepoint has a much deeper level of expertise than we could ever build in-house, and their facility adheres to stringent levels of security. In the event of a disaster, our public face will always be available."

**Mike Burns,**  
Managing Director  
Systems,  
Dominion Bond Rating  
Service

To find out more, please visit our Web site at:  
**[www.fusepoint.com](http://www.fusepoint.com) or call 1.877.387.3764**