

## Kramer Electronics

### Background

Kramer was founded 40 years ago with passion to resolve and innovate in the video era.

Today, along with their partners and distributors, they passionately serve Pro AV customers on six continents with innovative solutions powered by cutting-edge cloud technologies, advanced software applications and industry-leading hardware .

Kramer's 2019 IT projects included adopting a DR solution. They were seeking for a partner to assist with the Assessment and Implementation of Azure ASR as a Disaster Recovery solution.

### The Project

Neway Azure Experts perform the assessment and needed setup the required services for Kramer electronics.

The following high-level objectives were required and executed to result with a successful project:

- ▶ Assessment and readiness check.
- ▶ Create a detailed design based on the information gathered
- ▶ Create a fully functional Azure ASR infrastructure
- ▶ Copy the required servers and services to Azure
- ▶ Verify the integrity of Azure DR environment

As the entire environment was set up on a CSP account that is managed by NeWay, on going proactive & reactive services .

The project was divided into three main pillars:

- ▶ Discovery & Assessment
- ▶ Workplan & Implementation
- ▶ Maintenance & Support

For each pillar a deep dive was done to meet the customer's requirements.

The phases included the following:

- ▶ Setup & build of the required DR configuration on Azure
- ▶ Routine – day to day phase during normal Kramer work on production environment
- ▶ Failover to DR – move work environment to Azure DR location
- ▶ Failback from DR – move work environment from Azure DR back to Kramer on-premise

The project was performed during the Q1 & Q2 of 2020 and is currently in steady state.

### The benefits & Values

During the maintenance stage Neway is committed to verify the system is working and performing as expected either if Kramer is in the Routine phase or failover phase.

The service includes running 2 failover drills per year.

Neway's NOC monitoring and reporting solutions focus on managing the 24x7 requirements for uptime and performance of Azure based data and infrastructure. Neway provides the NOC monitoring, incident management and reporting capabilities that enable our customers to achieve:

- ▶ Enhanced user experience by reducing downtime.
- ▶ Rapid resolution to incidents occurring around the clock
- ▶ Meeting SLAs towards users and business partners

A monthly report based on the infrastructure activity, backup and DR operations, tickets and incident information is provided to the customer as part of the NOC agreement.