

Green Mountain Energy Company's Disaster Recovery Solution



THE COMPANY

Green Mountain Energy Company

INDUSTRY

Energy & Utilities

EMPLOYEES

240

BUSINESS RESULTS

- Enabled real-time data replication for disaster recovery
- Delivered scalable solution supporting manager's requirement to be able to support bandwidth increases
- Positioned business for the future with newer MPLS-based networking solution
- Significantly increased capacity and network performance within a strict budget

COMMUNICATIONS APPLICATIONS

- Secure VPN data transport
- Connect multiple, diverse locations

The Challenge

In 2009, **tw telecom**, a leading provider of managed networking solutions to businesses and organizations across the country, was tasked with providing a solution for Green Mountain Energy Company to effectively develop and implement a disaster recovery solution for all of their business' mission critical data.

Green Mountain, headquartered in Austin, Texas is the nation's leading competitive retail provider of cleaner energy and carbon offset solutions. As Green Mountain evaluated its business continuity strategy, the company determined that a redundant implementation of servers and storage should be put in place in a new data center. While no specific disaster prompted the decision, Green Mountain deemed it necessary to deploy a full range of disaster recovery capabilities in the event that any of its data was compromised.

"High customer satisfaction is one of our top corporate values and a robust business continuity strategy is key to delivering high customer satisfaction," said Heidi Schrab, director of operations at Green Mountain Energy Company.

While willing to adopt new and emerging technologies to better position the company for the future, Green Mountain had a strict budget for the project and because the company has a robust business continuity strategy, the solution needed to:

- Efficiently connect Green Mountain offices and data centers so that information could be passed seamlessly
- Support real time replication for the disaster recovery information site
- Give them the ability to accommodate bandwidth increases

In addition to these requirements, it was critical that Green Mountain could depend on the network to reliably deliver their data to the new data center. Network outages or compromised data would negatively impact the overall execution of their business continuity plans.

About tw telecom

tw telecom delivers the most advanced telecommunications solutions on the market to a wide spectrum of businesses and organizations across the United States. Since 1993, we have built a legacy of success through exceptional customer care, remarkable products and powerful networks. These strengths enable us to deliver scalable solutions that help customers improve their business metrics. For more information, please visit www.twtelecom.com.



The Solution

tw telecom assigned a dedicated account team to build a custom business continuity solution that included all aspects from solution considerations to service installation.

The team recommended that Green Mountain utilize the **tw telecom** MPLS IP network for IP VPN intra-office communications and connectivity to its third-party data center. Because a number of data centers are already connected to **tw telecom**'s various metro networks, the solution was implemented in a timeframe that other providers couldn't accommodate.

The Value to the Business

Business Benefits

Because of the **tw telecom** IP VPN solution, Green Mountain has greater control over its network, adding an increased level of confidence that its business continuity strategy will run smoothly in the event of a disaster.

With **tw telecom**'s online customer portal, MyPortal, Green Mountain also remotely monitors and manages its solution with up-to-the-minute performance and utilization reporting that allows for more informed decisions about networking needs.

tw telecom's national network reach and its connectivity to third-party data centers across the country gave Green Mountain the ability to move its disaster recovery site much farther away from its headquarters to guard against any country-wide disruption.

Technology Benefits

Switching to a **tw telecom** IP VPN solution provided an easy transition for the technology team at Green Mountain. The solution allows the company to keep its current network protocols. **tw telecom**'s IP VPN service combats latency and packet loss problems by prioritizing traffic end-to-end over its private IP infrastructure.

The built-in MPLS-based security of **tw telecom**'s IP VPN delivers reliable communications and data integrity every time.

The tw telecom Experience

Green Mountain depended on **tw telecom**'s consultative approach to develop a solution that was quick and easy to implement. The **tw telecom** team had the technical knowledge to assist Green Mountain in translating its business needs into a technically robust communications solution to support the company's goals. "When we were working on plans for updating our disaster recovery solutions and reviewing partner options, **tw telecom** stood out. Their team worked with us on several disaster-recovery scenarios and together we were able to leverage the latest in technologies and deploy the new connectivity quickly. The **tw telecom** infrastructure reach and its ability to deliver on-net services into third-party data centers sealed the deal." said Schrab.

"I'm very pleased with the results we've achieved with the **tw telecom** solutions. They've earned our trust by their performance and the reach of their national network, we now consider them a trusted partner. I think we're just scraping the surface in realizing what the full benefits are."

*Quinton Prior,
Director of Operations,
Information Technology,
NCI Building Systems, Inc.*



About Green Mountain Energy Company

Green Mountain, the nation's leading competitive retail provider of cleaner energy and carbon offset solutions was founded in 1997 "to change the way power is made." The company is the longest serving green power marketer in the U.S. and in 2009 was ranked the "Highest in Business Customer Satisfaction with Retail Electric Service" by J.D. Power and Associates.¹ Green Mountain offers consumers and businesses the choice of clean electricity products from renewable sources such as wind and water, as well as a variety of carbon offset products. Green Mountain customers have collectively helped avoid over 11.3 billion pounds of CO2 emissions. For more information, visit www.GreenMountain.com.

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