WARDY IT Solutions' SQL Server collaboration is a "perfect fit" for publisher Hema Maps

Executive Summary:

Hema Maps' three decades of accumulated knowledge represents the organisation's valuation of its market value and commercial worth. Protecting this business intellectual property (IP) was of concern to Hema's executive team and the means to improve how this valuable repository was protected were sought. Technology partner WARDY IT Solutions were asked to help design a new backup and archive structure and to define a security model to oversee which personnel could access, modify, delete or remove data. WARDY IT Solutions key deliverable was to design procedures that adhered with industry-based best practices and to simplify how Hema protected its digital assets. By taking this approach, Hema's technology and business goals would align more closely and a future-ready framework would be created that could easily integrate with technology upgrades. Hema's leadership team were concerned about information security, and by clearly defining who could read, modify or remove data, company policies could be rigidly enforced based on the employees' roles and responsibilities. This would ensure that digital assets could be safeguarded more effectively. The backup and archive solution deployed by Hema more effectively protected company information from data loss and the security model requires no intervention to protect the integrity of Hema's intellectual property.

- Updated systems protect and secure more than 30 years of Hema's accrued Intellectual Property

- Hema's SQL Server environment is stable, reliable and ready to meet new business demands

- SQL Server systems and processes are all built using industry best practice guidelines with an eye to future development

- Resilient backup and archiving guarantees no more than 15 minutes of data loss in the event of an unplanned outage

- WARDY IT provides mentoring and third-level support to ensure Hema realises the best return from their Microsoft SQL Server investment

About Hema Maps:

- Established in 1983

- 35 employees

- www.hemamaps.com

- Publisher

Hema Maps is a global leader in mapping and navigation providing the recreation and leisure markets with artisan maps and guides that target adventurers and explorers. Based in Brisbane, Australia, the company has kept pace with over three decades of technological change and now also offers its products in digital formats. Hema's technology has evolved in parallel with consumer electronics, which use the latest geo-spatial and GPS positioning tools to track journeys and to co-ordinate destinations and logistics for modern explorers. The company is a global pioneer in the field and has mapped more than 300,000 Km of Australian roads and tracks using advanced satellite technology.

" **WARDY IT people know what they are talking about** "

Tim Jones
GIS Director
Hema Maps, Australia

Client Challenge:

As Hema's map publishing business transitioned away from traditional paper to a digital format the company reviewed how to protect their IP more effectively. Hema's knowledge assets were stored in a number of different silos – typical of organisations who have been in business for a long time. Consolidating this data into a central repository required careful execution that conformed with industry best practice to ensure that Hema's goal of creating a "single point of truth" was fulfilled. Technology partner WARDY IT Solutions were canvassed to assist Hema meet these overarching business drivers and develop a unified data backup solution that would more effectively protect Hema's commercial IP. One of the key deliverables was creating a security model that afforded better controls over accessing and modifying information stored in Hema's rebuilt SQL Server database repository.

Solution:

The first project priority was to design a more resilient data backup system that protected Hema's irreplaceable digital assets. The design featured point-in-time archiving that guaranteed an absolute maximum of 15 minutes of lost data in the event of an unplanned outage. Protecting the data from error and inappropriate use was the business driver for creating a new security policy from the ground up. WARDY IT Solutions was pivotal in defining a security model that mitigated the risk of data loss, removal or inappropriate access by those whose role or responsibility precluded then from reading or writing specific classes of data. One of the critical business imperatives was defining how contractors accessed confidential databases to add or update information. WARDY IT Solutions helped Hema to create security profiles and define permissions that protected IP but still enabled the flexibility needed for employees and third parties to complete their assigned tasks unimpeded by intrusive or rigid policy enforcement.

Outcome:

Hema's SQL Server production database environment is stable, resilient and serves as the "Single Point of Truth" - a validated knowledge repository that consolidates all of the organisation's data into a single location. This agglomeration of knowledge eases the burden of management improving productivity, minimises the risk of data duplication and simplifies lifecycle management of the dynamic data that forms the core of Hema's IP. For the business, these combined benefits deliver greater employee productivity and lowers the management overhead required to re-use or update knowledge streams as circumstances demand.

Products and Services:

- SQL Server support services
- Backup, archive and restore solution design
- Security policy modelling and development

Conclusion:

Hema's management and staff see themselves as publishers and cartographers and their relationship with WARDY IT Solutions reflects this. Their knowledge assets are highly valued and are the culmination of more than three decades of passionate endeavour by a dedicated team of professionals. The business driver was to protect their accrued information assets and build a resilient infrastructure that was easy to manage and reduced the costs of ownership and management. WARDY IT Solutions collaborated with Hema by augmenting the knowledge and skills of their IT team and helping to apply best practice across all facets of SQL Server asset management. At their core, Hema staffers' are modern day explorers whose job satisfaction is derived from giving today's nomads and wanderers the resources to take the road less travelled. They view technology as an enabler that helps the traveling public to explore more safely but still retain the spirit of Australia's great pioneers. WARDY IT applies their expertise across Hema's knowledge management systems to help them fulfil this company goal.

- Hema's IT professionals have increased the utility and ROI on their SQL Server database knowledge assets

- Critical data is protected from potential loss with more resilient business continuity systems

- A solid security framework clearly defines data access controls and adds another layer of protection to Hema's IP

- System performance enhancements has improved because of refined database structure

- The business relationship with WARDY IT Solutions continues with projects planned to help Hema tackle new expansion into global markets

- Software upgrades and training are planned to harness improved Geo-Spatial characteristics of Microsoft's latest versions of SQL Server and Business Intelligence platform

About WARDY IT Solutions:

WARDY IT Solutions is Australia's leading SQL Server and Business Intelligence specialist. The company creates solutions that enable businesses to maximise returns on their investment in knowledge management. Through the extensive use of Business Intelligence, WARDY IT Solutions helps their clients to realise the best possible dividend from their data assets. WARDY IT Solutions has received numerous industry accolades, most notably the prestigious Microsoft Global   Platform Partner of the Year in 2013. The organisation is recognised internationally for their innovative solutions, training skills and unwavering commitment to education and furthering the interests of the broader Microsoft SQL Server community.