

RESILIENCE BUILT ON TRUST

How Hunter Douglas Sets The Standard For
Manufacturing Excellence Through Disaster Recovery



The Background

Hunter Douglas Australia is the country's largest supplier of window coverings and part of the international Hunter Douglas Group - a world leader in window coverings and architectural products with annual sales over US\$3.63 billion.

For over a decade, Hunter Douglas has partnered with Evolution Systems to safeguard business continuity through a dedicated IBM i-Series DR partition. The partnership is founded on responsiveness, deep technical knowledge, and trusted guidance.

"For over 10 years, Evolution Systems has been a trusted partner, providing our IBM i-Series DR partition with unmatched responsiveness, deep technical knowledge, and clear guidance. Their expertise and reliability give us total confidence in our disaster recovery capability - then, now, and into the future."

Chad Meltzer
Network Infrastructure Manager, Hunter Douglas Australia

The Challenge

Prior to engaging Evolution Systems, Hunter Douglas's disaster recovery capability was built around a traditional, on-premises architecture relying on tape backups.

This approach created a significant mismatch between recovery expectations and reality. Recovery Time Objectives (RTO) ranged from hours to days, while Recovery Point Objectives (RPO) meant that many hours of data could potentially be lost in the event of a failure.

For a business running a mission-critical ERP system, this represented a substantial continuity risk. Hunter Douglas's manufacturing workflow is tightly integrated with its ERP environment, supporting everything from production planning to operational execution. During peak periods, any ERP outage would immediately halt manufacturing operations, resulting in costly downtime and disruption across the business.

As Hunter Douglas continued to grow, it became clear that the legacy DR architecture had not kept pace with the scale and criticality of the organisation's operations. Relying on a single on-premises system with tape-based recovery no longer provided the level of resilience required.

Addressing this growing risk to business continuity became a priority, prompting the need for a more robust, responsive, and reliable disaster recovery solution.

The Solution

Evolution Systems implemented a dedicated IBM i-Series disaster recovery partition tailored to Hunter Douglas's operational requirements.

Over the 10+ year partnership, the focus has been on **seamless integration, proactive support, and continuous optimisation to ensure reliable business continuity for mission-critical systems.**



Key elements of the Solution include:

- **Customised DR Environment:** A dedicated IBM i-Series DR partition was designed to meet Hunter Douglas's recovery objectives. Local disk-based backups using BRMS to a Virtual Tape Library (VTL) enable fast local recovery, while Megaport connectivity supports replication to a secondary location. This architecture provides Hunter Douglas with the assurance that, in the event of a disruption, systems can be restored in minutes rather than hours or days.
- **Proactive Management:** Continuous monitoring, maintenance, patching, and updates ensure the DR environment remains resilient, secure, and aligned with evolving operational requirements.
- **Rapid Response:** Evolution Systems delivers immediate support for planned maintenance, urgent troubleshooting, and strategic guidance, minimising disruption and maintaining operational stability.
- **Trusted Partnership:** Acting as an extension of Hunter Douglas's IT team, Evolution Systems provides clear communication, deep technical expertise, and trusted advice across all disaster recovery activities.

The Outcome

Hunter Douglas has full confidence in its disaster recovery environment, knowing it is resilient, secure, and fully managed. The dedicated IBM i-Series DR partition ensures continuous operational continuity, minimizing potential business disruptions and providing rapid recovery when required. Over the course of the partnership, Evolution Systems has consistently demonstrated responsiveness, technical expertise, and trusted guidance, reinforcing Hunter Douglas's confidence in its disaster recovery readiness.

This long-term collaboration has also allowed Hunter Douglas to view Evolution Systems not merely as a vendor, but as a true extension of their IT team. The proactive support and seamless integration of the DR environment have enabled the business to focus on growth, innovation, and operational excellence, rather than day-to-day system maintenance or troubleshooting.

Looking ahead, the partnership ensures that Hunter Douglas's DR environment continues to evolve alongside the business. Evolution Systems provides ongoing advisory services, strategic guidance, and proactive management, ensuring the disaster recovery solution remains robust, secure, and capable of supporting the company's future growth and operational objectives.

About Evolution Systems

Our purpose is to improve lives through technology.

For more than 25 years, Evolution Systems has partnered with Australian and international organisations to deliver managed services, private cloud, and cyber security solutions that drive clarity, resilience, and growth.

We take a personalised approach to every engagement, working closely with our clients to eliminate friction from IT processes, reduce unnecessary complexity, and create secure, scalable environments that support long-term success.

