Achieving New Levels of Backup Reliability

How a U.S. Federal Government Agency Implemented Disk-Based Solutions

This case study is brought to you by PC Connection, Inc., parent of the PC Connection family of companies, a collection of best-in-class information technology (IT) solutions providers. Its subsidiaries include PC Connection Sales Corporation, GovConnection, and MoreDirect, which service small- and medium-sized businesses, government, and enterprise markets, respectively.

» Ensuring safe data backup and reliable access is paramount for any organization. For Glenn, an IT professional at a U.S. Federal Agency, achieving this task was so consuming that it started to detract from his other duties—affecting his department's quality of service and placing an undue burden on his budget. That's why Glenn turned to a trusted IT partner for a solution that delivered the high levels of reliability and performance his organization needed.

Instability Insecurities

Glenn's existing backup solution was a traditional tape-based system plagued by stability issues. "We had three tape backup systems, and they would go up and down at various times," said Glenn. "But there was one period where, in a two-week period, all three tape systems went down. That's pretty much unacceptable." With the added expense of purchasing and storing enough tape drives to meet demand throughout the year, tape-based backup was neither a cost-effective nor highly reliable system for the agency.

The Benefits of Disk-Based Backup

Searching for a way to reduce the threat of extended downtime and increase reliability, Glenn turned to GovConnection for an alternative backup solution. Implementing an innovative, new disk-based backup system from Data Domain gave Glenn the reliability he needed along with the convenience of improved accessibility and faster service speeds. With support for data deduplication and RAID 6, the solution also provided increased functionality, as well as cost and time savings.

Reliable Backups, Faster Restores

By upgrading to Data Domain's disk-based backup solution, Glenn was able to reduce his workload while improving the level of service for his end-users. His previous tape-centric backup meant having to organize

and store a year's worth of data, only to have to dig it out of an off-site storage location when it was needed. Now, as Glenn explains, the quality of service for his end-users has improved drastically. "They can ask us for a backup, and I can get it to them in a matter of about 5 minutes, where it used to be, 'Okay, it might take a day; it might take longer.' Definitely over the weekend it wasn't going to happen." The biggest advantage of a disk-based solution is the ease of use. Backups can be run in parallel, restores can be done in minutes—and unlike tape, there's no need to physically be in the same room.

Stress-Free Data Storage

GovConnection made switching to the new disk-based system hassle-free. Noting the effortless transition, Glenn said, "It wasn't really a big adjustment on my part; it actually was a lot of stress relief." Now, instead of worrying about whether or not the data his agency needs is actually being backed up, he can focus on other tasks.

We Understand Your Needs

Choosing the right backup solution can be daunting; we understand how vital data is to your operations—both short- and long-term. That's why we make identifying, planning, and implementing the right data backup system worry-free.

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> *–Glenn, IT professional at a U.S. Federal Agency*

What's Your Storage Strategy?

Our Storage Healthcheck Service provides you with valuable information about your storage growth and usage to help you implement data-driven adjustments to your current storage strategy. Designed to review your current storage infrastructure and analyze its performance and capacity utilization, our service delivers the facts you need to make informed investment decisions. A Healthcheck helps your organization reduce costs, shorten backup/recovery times, and improve overall operational efficiency.

Our Storage Healthcheck Service is available to help you optimize your initial investment and get the most out of your existing storage approach.

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