

Dodge County Finds Reliability and Value in Unitrends' Rapid Recovery System

PROFILE

Dodge County, one of the seventy-two counties in the State of Wisconsin is accountable to its residents who provide the funds, so every project Dodge County undertakes must be able to bear close scrutiny. "We are constantly looking to find ways to maximize efficiency," said Bruce Sund, Department Director of Information Technology. His department is responsible for keeping data of all kinds, from marriage licenses and voter registration forms to Department of Health and Family Services information, safe, secure and accessible to those who need it.

THE CHALLENGES

- > Backups failing; no recover capability
- > Information Backup software not working; manual workarounds required
- > Patch management became unwieldy, too labor-intensive
- > Backup window too long; all weekend to perform
- > Drove Exchange Server to its knees, making it unusable
- > Needed a cost-effective solution for fast backup and rapid recovery of lost files, data and systems

In Dodge County, Bruce Sund and Shane Van Loenen, Network Administrator, were seeking the right solution to safely back up and recover critical information.

They began with well-known information backup software. "It worked superbly on NetWare. Then we installed the Windows® version of the software to utilize a robotic library... and the backups stopped working," said Van Loenen. "We didn't know the backups weren't working until we checked logs that said files were being lost in the process due to corrupt catalogs," he said. "We had to develop manual work-arounds to fix the problem."

Then there was the patch process. "You had to go through all previous versions of the software to be able to install the new patch. Patch management became unwieldy, too labor intensive."

Meanwhile, Dodge County's information storage requirements were growing. "Our backup window kept getting longer," said Sund. At one point, aerial images of the county geography were posted to a server, immediately doubling the amount of storage space required.

"We couldn't complete our backup over the course of a weekend," said Van Loenen. He would arrive at the office on Monday, only to find the Exchange Server backup still running. "The backup process drove the Exchange Server to its knees. People could log on but email was so slow it was completely unacceptable."

Backup software from another firm was no better in solving Dodge County's challenges. "Every time we had a new patch, it would break," said Van Loenen. "We were barely able to meet our information deliverables."

THE SOLUTION

- > All-in-one integrated appliance from Unitrends protected Dodge County's data and their systems
- > Fast, disk-to-disk backup cut time by 75%
- > Simple, fast process to recover lost data or failed systems
- > Unitrends licensing provides one cost for all operating systems and applications
- > Easy to use - "set it and forget it"

Sund and Van Loenen turned to a trusted reseller for help, who advised them to look at the advantages of disk-to-disk data protection in general, and Unitrends in particular. Immediately, they saw the advantages of the Rapid Recovery Systems and how it can be used to benefit Dodge County.

"It is blazingly fast," said Van Loenen. Backing up information to a Unitrends Data Protection Unit (DPU™) is not only fast, efficient solution, but also far more dependable than protecting data on tape. "There was a time when I tried to restore with a backup tape only to discover the tape was bad. I had no backup to restore. Disk is much more reliable."

Before using Unitrends' Rapid Recovery Solution, the stress level in the Dodge County IT department was always high. "We would begin a full backup on Friday and come back Monday to find out that the backup hadn't happened. We were always on pins and needles worrying that we had used a bad tape or that we didn't have the backups we thought we had," said Van Loenen. "You can't put a price tag on peace of mind; what used to take us 10 hours to back up now takes us a quarter of that time. What used to take all weekend now takes less than a day, and we know the job is being done right," added Sund.

The two men also appreciate Unitrends' simple licensing policies. Dodge County runs both Windows and Novell; software to run the data and system backups are

included at no additional charge as part of the Rapid Recovery System. "We don't have to mess around with additional costs or headaches for licensing; it's one less thing we have to worry about," said Van Loenen.

He also praises the rapid recovery capability of the Unitrends Rapid Recovery System, which enables Dodge County to recover missing or damaged information in case of a file or server disaster. "It's pretty slick. Just three steps to recovery. I wanted a solution simple enough that anyone in the department could restore a server."

"We also really appreciate the fact that the Unitrends' Rapid Recovery System is more than just software. The fact that it's an appliance, integrating both hardware and software, makes protecting our data easy, fast and, most importantly, reliable," Sund concluded.

Like almost every governmental agency, Dodge County is consistently being challenged to do more with fewer tax dollars. Sund and Van Loenen agree; the Unitrends Rapid Recovery System meets their requirements. Its powerful performance, simple operation and scalability allow them to plan for future growth, without worrying about continuing costs. "It's one less thing we don't have to deal with, which means it's a savings in our budget for the taxpayers. And since we are constantly looking for ways to maintain or reduce the budget, Unitrends is clearly the best solution for Dodge County."

KEY BENEFITS

- > Unitrends is the only company providing true disk-to-disk backup, complete system recovery and automated remote disaster recovery capabilities in one complete solution
- > Unitrends Data Protection Units (DPUs) are fully integrated appliances, including all the hardware and software needed for complete system and file-level backups for any number of clients and a variety of operating systems
- > Unitrends eliminates the manual process of keeping critical data off-site; no more manual tape rotation means no more delays in accessing data or waiting to have tapes picked up and delivered
- > Unitrends also offers Continuous Exchange Protection to protect your business by preventing server failure from interfering with regulation compliance, allowing recovery of email from server-level failure down to individual messages

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