

Momentum Group Improves Backup Efficiency with Unitrends' DPU

PROFILE

The Momentum Group is a \$40M distributor of commercial textiles, which functions as an umbrella organization providing the office, hotel, cruise ship, and healthcare markets with a wide selection of upholstery via a field sales force of approximately 35 representatives.

THE CHALLENGES

- > Heterogeneous computing environment required two separate backup systems
- > Excessive time for data backups to tape
- > Tape-based system introduced potential for loss of mission-critical data
- > Inefficient use of resources due to required physical visits to 75
- > Off-site data center for tape changes and data retrieval

As a company committed to superior service and operational excellence, Momentum depends on access to a wide range of mission-critical data to ensure fast and high quality service for its more than 5,000 customers.

Momentum's complex data backup environment that was putting vital customer information at risk, driving higher costs, and preventing the company from making the best use of its scarce resources. A tape-based system, limited T1 capacity to its remote data center, and not enough hours in the day left Momentum with few options, other than continually sending personnel to the data center to back up the server to change tapes and retrieve deleted or missing files. That's when Momentum knew it needed to explore alternative solutions.

A number of factors complicated their computing and backup environment, creating inefficiencies and a high exposure to data loss. First, Momentum runs both Windows and Linux platforms for mission-critical applications forcing them to use and manage two separate backup solutions for each platform.

Secondly, with their mission-critical servers hosted offsite, Momentum was performing daily backups across a T1 line, taking up to seven hours. Staffers were performing daily backups of large amounts of data strictly to tape. This required using individual tapes for each server, with two or three tape changes for every backup, consequently wasting time and introducing room for human error.

"Our backup environment was chaotic. With two different platforms and a high frequency of backups, there were a lot of moving parts that were putting our mission-critical data at risk," says John Hester, System and Network Administrator for Momentum. "Besides reducing time for backups, we needed to simplify things and take the potential for human error out of the equation. We also needed it to be cost-effective; we didn't have the resources that high-end solutions require, but needed the performance they deliver."

THE SOLUTION

- > Unitrends all-in-one integrated appliance protected Momentum's data and their systems
- > Reduced backup time from three hours to 12 minutes on average
- > Remote data management saves time and enables better use of resources
- > Higher reliability and lower data loss risk
- > Bare Metal eliminates the need for two separate backup systems

In mid-2004, Hester teamed up with his reseller, Zumasys, and began conducting extensive research on several backup solutions in the market, before finally choosing Unitrends' Data Protection Units (DPUs™).

According to Hester, Unitrends was the compelling choice because it delivered powerful data protection in an integrated appliance, as well as solid disk-to-disk technology, central management features, and bare metal system restoration for both Windows and Linux.

"Until we found Unitrends, we just couldn't find a company that offered everything we needed in one package," explains Hester. "The other systems seemed plausible on the surface, but in digging deeper, they were missing key pieces. The Unitrends solution covers all our requirements, giving us a complete disk-to-disk solution with a single point of central management plus bare metal restore for both platforms. In addition, our applications are on a Citrix server, enabling remote management of all data resources."

Momentum has realized a number of key benefits since implementing Unitrends' DPU appliances. The transition to disk-to-disk alone is saving substantial time and reducing risk by limiting human intervention in the process. Backups of Momentum's Universe database have gone from three hours to 12 minutes. Time was a crucial issue, because Momentum had exhausted its options based on the number of servers available at the data center and the ability to send data across the T1 line during off hours. Further, the DPUs incorporate built-in RX9 compression that efficiently reduces Universe data to from 4GB to 1.5GB.

"The increase in backup speed has given us tremendous flexibility to explore all kinds of other options as far as

storing historical data," says Hester. "It's made time and storage capacity a non-issue as we have an abundance of both. Now, we only have to visit the data center basically twice a year for the purpose of changing the tapes for archival purposes."

The remote management capabilities are also having a major impact on improving efficiency. Before implementing Unitrends, help desk personnel had to physically drive to the data center to locate the tape with the appropriate file. With Unitrends' centrally managed solution, they can manage and resolve everything remotely within a matter of minutes.

For disaster recovery, Unitrends provides a complete solution for both Windows and Linux, eliminating the need for customized restore procedures on each platform. Unitrends' Bare Metal automates and streamlines the server recovery process, making it unnecessary to manually reinstall operating systems or configure hardware.

"Unitrends provides everything we need; it provides us with total data protection at a price that delivers superior value and performance. We look forward to a long relationship and future solutions to help us meet our ever changing data backup requirements," concludes Hester.

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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