

Case Study



dantz

Intelligent Backup and Restore Software

Integration Services Company Protects Client Data with EMC Dantz Retrospect®

Retrospect Safeguards Information for Mortgage and Financing company

Established in 1992, Computer Integration Technologies (CIT) is a family of companies offering complete integration services that range from computer networking and hardware to application design and development. Their clients are primarily in the medical, insurance, banking, and manufacturing industries.

As part of the services they offer to clients, CIT utilizes award-winning EMC Dantz Retrospect software to ensure that clients have a proper data backup and restore system in place to protect their vital business data. One CIT customer is CU Companies of New Brighton, Minnesota. Founded in 1987 by a group of credit unions, CU Companies provides a full range of financial lending services to their members, including mortgage, financing, and investment services.

Simplifying the Backup Process

CIT made the decision to implement Retrospect at CU Companies in early 2003. At the time CU Companies was using ArcServe backup software. As the amount of data the company stored grew, it became more and more difficult to backup, store, and track data.

"The old system was put together over a long time," said Kevin Reilly, a technical engineer at CIT. "It was put together server by server. The existing patchwork of backups was never an enterprise solution which uniformly protected our key computer assets."

The ArcServe backups included five to six tape sets for the daily backups with five tapes in the offsite rotation schedule. This process involved checking five separate jobs on a regular basis. The IT personnel at CU Companies wanted to consolidate the number of jobs and reduce the amount of tape they were using. According to Reilly, one of Retrospect's advantages is that it makes it easy to track backups and offsite media rotation with Backup Sets.

Retrospect organizes media into Backup Sets, which are tracked by the software for subsequent backups and restores. Backup Sets make it easy to create multiple complete sets of backup media for safety and for offsite disaster recovery purposes. Retrospect can bring Backup Sets up to date when offsite media is brought onsite, without having to perform a time-consuming full backup, as is required by traditional backup software. By using Backup Sets, Retrospect eliminates complex onsite/offsite tracking procedures. Other backup software requires complicated manual procedures, such as Grandfather-Father-Son,



Company:
Computer Integration Technologies

Industry:
IT services

Location:
Woodbury, Minnesota

*Computer Integration Technologies uses
EMC Dantz Retrospect to protect client data*

Client:
CU Companies

Industry:
Mortgage, financing, and investment services

Location:
New Brighton, Minnesota

Employees:
75

EMC Dantz Product:
Retrospect Multi Server
Open File Backup add-on
Proactive Backup add-on
Exchange Server Agent add-on
SQL Server Agent add-on

Environment:
2 SQL servers
1 Citrix server
1 Exchange server
1 file server
1 print server

Amount of Data Protected:
250 GB

to manage tapes for onsite and offsite storage.

Protecting Files and Applications

CU Companies uses six Windows servers: a file server and a print server as well as four application servers - 2 SQL servers, a Citrix server, and an Exchange server. They also have a network attached storage (NAS) device. They are backing up 250 GB across all six servers to an Ultrium tape drive. CU has a Gigabit Ethernet backbone. The data is pulled out of the servers over the backbone and stored on the backup server.

CIT recommended that CU Companies use Retrospect Multi Server, which backs up the server on which it runs and an unlimited number of clients, including servers, desktops and notebooks. CIT also recommended a number of Retrospect add-ons, including the Proactive Backup, Open File Backup, Exchange Server Agent, and SQL Server Agent add-ons. The Proactive Backup add-on simplifies and automates the backup process, while the Open File Backup, Exchange Server Agent, and SQL Server Agent add-ons allow CU Companies to efficiently back up the application and file servers while they are up and running twenty-four hours a day.

They protect desktops by storing applications to the server. The system is set up so that each user's application settings are stored in a shared directory on the server as part of their profile in Active Directory.

CIT set up a backup strategy with five backup sets, one for each day of the work week, Monday through Friday. IT personnel at CU Companies take backup tape offsite every day for safety. Once a month, they archive for offsite storage and recycle the other Backup Sets, which involves deleting the content of the existing Backup Sets and creating new copies of all the files and folders on all the computers selected for backup.

"Each day when they change the tape, they look at the dashboard screen and check the backup job to make sure the backups are running correctly," Reilly said. "There's not much to do beyond that, because the Proactive Backup add-on automatically reprioritizes computers for backup if they were not backed up as anticipated."

Restores are also easy. According to Reilly, CU Company's onsite IT personnel performed a number of restores without assistance from CIT.

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"We recommend Retrospect to our clients because it's a great product and because of the support EMC Dantz gives us. We were a Veritas reseller but we couldn't always get the support we needed from them when our engineers ran into problems."

**- Kevin Reilly
Technical Engineer
Computer Integration
Technologies**