# UNITRENDS

# Amazing Reduction in Backup Time by 88% with Unitrends

Finance Sector Success Story
Baker Tilly BVI
Norman Allen, IT Manager

BAKER TILLY

## Solution Highlights

**Industry**
- Finance

**Protected Platforms:**

**Virtual**
- Windows Server 2008
- Windows Server 2012
- Ubuntu Server
- Exchange 2007
- Exchange 2012
- SQL 2012

**Physical**
- Dell Equallogic SAN
- Fujitsu RX200 S7 running Windows Server 2012

**Data Protected**
- 5 TB and growing

**Challenges**
- Backup and recovery taking too long to complete
- Delay between successive backups
- Inability to take backups of individual servers
- Inability to take backups during business hours
- Checking backup jobs and restarting failed jobs was time-consuming

**Solution**
- Unitrends Recovery-813 and UEB (Unitrends Enterprise Backup

**Benefits**
- Physical and virtual backup available on a single interface
- Allows on-demand backup of individual servers
- Backup process is fail proof with negligible downtime · Low RPO and RTO
- Reduction of 88% in average backup time
- 87.5% reduction in time required to check weekend backups

## Customer Profile

Baker Tilly (BVI) is a member of Baker Tilly International and a leading provider of accounting, assurance, tax and specialist business advice worldwide. It is the oldest firm of chartered accountants in the British Virgin Islands and provides a wide range of financial services like audit and accountancy, business advisory, international taxation and corporate and fiduciary services.

## The Challenge

Being a leading financial services organization, Baker Tilly (BVI) considers its data to be the crux of its business and understands how important regular data backup is to the stability and growth of its business. Recently, Baker Tilly (BVI) made a futuristic move to a 100% virtualized environment and with that came several issues related to data backup.

LTO-3 and RDX tapes failed to meet the demands of the new environment. Their existing backup solution, which was a combination of BackupExec connected to a Dell PowerVault 122T library and Quantum DataStor connected to a Quantum RDX library, took agonizingly long hours to complete the backup process. And taking backup during business hours was simply out of question.

The problem was further compounded by a steadily growing set of Microsoft Exchange and SQL databases. Allen wanted to be able to take backup of SQL databases multiple times a day without it interfering with normal business operations. And he really wanted a solution that would speed up the backup process. "We often had to rely on backups that were 2 days old", says Allen about his old backup process.

Checking the weekend backups was a nightmare and took almost two hours. And if a job failed, it took several hours for the replacement job to kickoff and complete. Overall, the backup and recovery process was very clumsy and inefficient

## The Solution

In spite of the move to virtualization, Allen still wanted a solution that supported physical and virtual backups. He wanted the solution to work at a system level as well as at an individual server level, i.e., backup and restore physical and virtual machines and also SQL and Exchange databases individually. Backup time being a major concern, he wanted the new backup solution to deliver RPO of 12 hours and RTO of 4 hours after the restore process begins. Another "nice to have" feature was the ability to restore files individually.

Baker Tilly looked at various products available in the market but finding one that met their expectations was not easy. Veeam seemed a possible solution but it did not support physical and virtual backup. They considered Dell AppSure but felt the solution was cumbersome and complex.

After much research and product comparisons, Allen zeroed in on Unitrends 813 for backup and Unitrends UEB (Unitrends Enterprise Backup) for replication. He found that Unitrends met all the criteria he wished to see in a backup and recovery solution. It supported both physical and virtual backups. It was simple to use and met his strict RPO and RTO criteria.

With the new Unitrends solution, the backup process was highly flexible. He was

*"I love that I can back up my virtual and physical data—all of it—from one easy-to-use interface. For today's hybrid data centers, Unitrends has the right technology to protect your physical and virtual data"*

**– Norman Allen, IT Manager, Baker Tilly (BVI)**

## About Normal Allen

Allen is a technology whiz at heart. In a career spanning 18 years, he has specialized in network design, network and server management, disaster recovery strategy design, implementation of virtualization and securing IT networks. His passion for technology is shown in the various certifications he has to his credit like MCITP, MCT and MCSA. He has been with Baker Tilly (BVI) for 13 years and in his current role as IT manager, he is responsible for IT infrastructure that supports over 40 users.

able to take backup of one or more of his critical SQL and exchange servers even during business hours and without causing any downtime. "Having an appliance that could do all of the above was very appealing. The solution presented was very polished, and it seemed "too easy" to implement and use", Allen elaborated. Installation was almost instantaneous and a Unitrends engineer was around for a week to guide the process, tweak settings to what works best for the system and check backups to ensure the process completed as expected.

## The Results

The most amazing difference has been in the average time taken to perform a backup. Before installing the Unitrends solution, a typical Tier 1 backup (full backup of critical servers and data) took 20-25 hours. Today, it takes as little as 2-3 hours, a remarkable reduction by 88%.

Productivity also has taken a leap. Where Allen used to spend two hours every Monday morning checking the weekend backups, now it takes him only 15 minutes to do the same. Whenever he finds a backup job has failed, all it takes to restart it is a few clicks of his mouse. With the backup speed that Unitrends delivers, he can be sure the replacement job will complete in no time. This means no more waiting for hours for the replacement jobs to run. And what's more, he can do all this during his day without interrupting business.

Unitrends' customer support is another area which has impressed Allen. He says he has found the support engineers to be very prompt and helpful. The staff is knowledgeable and any questions he has is quickly answered. "If I need some "hand holding", they will help me via WebEx without any problems. I love that I don't have to jump through any hoops to get help", he added.

Today, Baker Tilly (BVI) is a satisfied Unitrends customer for over 6 months and with a data size upwards of 5TB, they know their data is in good hands.

## Are You Ready to Get Protected? Connect with us Today for a Customized Quote ➡

### About Unitrends

Unitrends delivers award-winning business recovery solutions for any IT environment. The company's portfolio of virtual, physical, and cloud solutions provides adaptive protection for organizations globally. To address the complexities facing today's modern data center, Unitrends delivers end-to-end protection and instant recovery of all virtual and physical assets as well as automated disaster recovery testing built for virtualization. With the industry's lowest total cost of ownership, Unitrends' offerings are backed by a customer support team that consistently achieves a 98 percent satisfaction rating. Unitrends' solutions are also sold through a community of thousands of leading technology partners, service providers, and resellers worldwide.