

# UNITRENDS

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## Dramatically Reduced RTOs & Recovery Assurance

Finance Industry Success Story  
Magna Bank

Steve Crocker CIO & Senior Vice President



MAGNA BANK



## Solution Highlights

### Industry

- Finance

### Challenges

- Virtualization growing pains
- Previous system was complex, unreliable, lacked scalability, and difficult to test

### Solution

- Unitrends ReliableDR
- Nimble Storage array

### Benefits

- Reduced recovery time from 24 to 48 hours to less than 3 hours
- Ability to schedule daily failover test
- Automated and orchestrated failover process
- Saving multiple certified recovery points (CRP)

## Customer Profile

Magna Bank is a community bank serving the Memphis, Nashville, and North Mississippi areas. Magna offers a full array of banking services and prides itself on being large enough to serve its customers' needs, yet small enough to offer the best customer service available.

## The Business Challenge

Steve Crocker is CIO and Senior Vice President for Magna Bank in Memphis Tennessee. Magna handles almost all system design, deployment, and administration in-house and only relies on outsourcing where it makes sense. In Steve's 13 years with the bank, he has seen many technology and operational changes, including changing the bank's name in 2006. However, some of the most dramatic changes have occurred in their IT infrastructure. The server infrastructure is almost completely virtualized and they plan to begin desktop virtualization in 2015.

This transition to virtual has provided new opportunities related to their disaster recovery plan. Their previous failover strategy involved a conglomeration of technologies, adding unnecessary complexity to their strategy. In addition, this strategy had become unreliable, lacked scalability, and was difficult to test. They initiated a project to implement a solution that was simple, reliable, and could be tested on a regular basis.

## The Technology Solution

The IT team at Magna first reviewed the available alternatives, including outsourcing and cloud-based options. However, they kept coming back to on-premise solutions due to the amount of control they would maintain.

Magna had recently switched storage vendors and deployed a Nimble Storage array. After using the array for almost a year, they found the performance was excellent, administration was easy, and vendor support was among the best they'd experienced. After a lengthy review of other on-premise options, they found that replicating to an additional array at their failover site would meet all of the project objectives.

However, this solution alone would not make failover quite as easy and quick as they wanted, as the Nimble required some manual failover procedures that increased the recovery time. They believed that something like Site Recovery Manager (SRM) would complement the Nimble solution to automate and orchestrate failover and testing. During their research of SRM, Tennessee-based reseller nexusSTOR introduced them to Unitrends' ReliableDR.

"Like SRM, ReliableDR automated and orchestrated the failover process and provided us the ability to test in an isolated environment. But, it went even further by saving multiple certified recovery points (CRP), provided more flexibility in application testing on the VM's that were recovered, and provided the ability to schedule failover tests to run unattended on a regular basis."

As they went through the evaluation and testing process with Unitrends, they had frequent interaction with support.

"Support was very hands on, working with us closely and frequently checking in to see how the evaluation was going. They quickly answered questions and any

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– Steve Crocker,  
CIO and Senior Vice President

issues were escalated to senior developers for quick fixes. I felt like Unitrends wanted Magna’s business. This hands-on approach by their support was one of the deciding factors in ultimately selecting Unitrends’ ReliableDR.”

### The Results

The solution was put into place in July 2014 and is now up and running. During the setup process, both Nimble and Unitrends support teams worked together to connect the API’s and thoroughly test the system.

With the implementation of ReliableDR, benefits to Magna Bank include:

- Recovery time on most systems and applications went from 24 to 48 hours to less than 3 hours
- Ability to schedule daily failover tests with automatic notification emails and frequent compliance reports
- And...

*“Maybe the most important result of this deployment is that I now have faith in our failover strategy. If I had an outage at our primary site, I feel much more comfortable that a failover would be successful.”*

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#### 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.