

Affordable and Reliable Data Protection

NON-PROFIT SUCCESS STORY:

Roger Strickland,
Director of Information
Technology,
Center for Disability Rights

"The licensing scheme does not nickel and dime you to death
everytime you want to add a server." —Roger Strickland



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Solution Highlights

Industry

- Non-Profit

Protected Platforms:

- Windows 2003 and 2008
- Linux
- Exchange
- Xen

Data Protected

- Financial data
- Customer service records
- Exchange emails
- Faxes
- Employee file shares
- Web servers, including intranet with a MySQL database

Challenges:

- Unreliable backup tape solution

Competitors:

- Dell AppAssure
- Barracuda

Solution

- Recovery 712 appliance
- Vault-to-Cloud with RapidSeed

Unitrends Benefits

- Affordable growth
- Supports heterogeneous environments
- Ease of monitoring
- Daily reports
- Fast file restores

Customer Profile

The staff at the Center for Disability Rights, Inc. (CDR) understands what it means to meet and master difficult challenges every day. Not only do they serve the disabled communities of its headquarters in Rochester and other New York satellite offices, but its Board of Directors and management consist of people with disabilities. This fact arms CDR with insight that fosters quality non-residential and non-medical services, the kinds of services that “help people help themselves.”

Since 1990, CDR’s initial group of volunteers has blossomed into an independent organization. Funded by a budget of some \$29 million by 2010, it is recognized as a serious force for positive change in the lives of disabled citizens. As a non-profit, it must keep accurate records of these funds to continue service to those who rely on its support and advocacy.

Challenges

While CDR management knows first-hand the daily challenge of living with disabilities, they knew there was one challenge they couldn’t live with—recurring issues with their dated tape backup solution. Strickland confides, “We knew it was time to replace the tape drive, so we looked into getting away from tape drives altogether.”

CDR’s search for a solution led them to scrutinize Dell’s AppAssure and Barracuda Backup Servers, both of which proved too limiting. In the case of AppAssure, Strickland estimates that the cost to establish and maintain the solution as his organization’s storage needs evolve would reduce ROI to nil.

Barracuda proved just as disappointing. Their appliance-only offering did not provide data encryption at rest, nor did it support bare metal restores to dissimilar hardware. Further, it did not offer native agents for a wide range of operating systems as does Unitrends. With a suite of servers that include Windows 2003 and 2008, Exchange, Linux, and Xen, Strickland knew CDR could do better.

And do better, they did. They turned to Unitrends, which “handled Linux and the licensing scheme, and does not nickle and dime you to death every time you want to add a server.”

Beyond this, “The demo was impressive” when it came to user friendliness. Strickland found that adopting a Unitrends solution does not require a computer science degree, taking the pressure off CDR’s administrative staff.

Benefits

CDR’s IT director finds great satisfaction in Unitrends ability to provide the perfect fit for his company’s data protection needs. “We selected a 712 hardware model with a separate archive unit, utilizing removable SATA drives for the archives. We selected nightly incrementals with weekly archives of all of our servers.” As Strickland observes, the “size of our data was the determining factor in selecting the right unit.” Unitrends made it easy for CDR to choose an appliance that covered the non-profit’s 450 GB of data, while opening the door for future growth without excessive cost.



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"Extremely good support."

– Roger Strickland,
Director of IT

On-track

"Once set up it uses minimal IT time to maintain and monitor," says Strickland of Unitrends solutions. And another standout feature in his esteem, "It gives daily email reports," invaluable in assuring the IT director that backups are running as expected and that CDR's information is safe and secure.

Quick File Restores

Often, it's the simple things that mean the most. Strickland recognizes this advantage in Unitrends' ability to glide past the typical bumps in day-to-day business operations. "Files are easily restored when IT gets a request to retrieve an accidentally deleted file," he notes.

First-class Support

Strickland finds it refreshing, not only that the Unitrends solution fits their current needs and addresses future growth while containing cost, but also that Unitrends' support has been relentlessly exceptional. "When we first set things up, we had a few issues that needed to get resolved. They were solved quickly and in a very knowlegable fashion." In a nutshell, "Extremely good support."

Continued Success

As a company run by and for individuals with disabilities, CDR is all about overcoming challenges. Strickland is more than happy to report that their Unitrends solution has helped the company turn their backup challenges into a thing of the past.

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. Visit www.unitrends.com.

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