

# Success Story: Hebron Schools



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John Lindemer, Hebron Schools

## Quick Facts

### Industry

- Education

### Protected Platforms

- Windows Server 2003 and 2008
- XP Professional PCs
- Red Hat Linux Server

### Competitors

- HP and Dell SANs

### Challenges

- Backups were unreliable and costly to maintain
- Needed restores to be easy, quick and simple
- Needed a solution that does not break down without warning

### Solution

- Recovery appliance

### Benefits

- Professional and complete support
- Rapid, reliable recovery
- Low worry that it's doing its job
- Daily e-mail status reports

## Customer Profile

Hebron Public Schools, located in Porter County, Indiana, is the central focus of the community, having a long standing tradition of excellence and pride. The school recently expanded to a new state-of-the-art building that offers an excellent computer to student ratio as well as a roomy auditorium and gymnasium.

## Challenges

Schools and Districts like Hebron have moved to a digital environment to manage student records, creating demand for protection of its mission-critical data center.

Hebron School's technology director John Lindemer was well aware of the importance of needing improved performance in data protection. Hebron was using a tape backup solution, which seemed to be causing more problems than preventing. Lindemer was frustrated with the slow backups and unreliable restores. "Many times tapes had stretched, went bad or the drive would not read the good tape because the drive itself was defective," Lindemer said.

Lindemer's frustration mirrors several computer techs' anxieties of dealing with unreliable tape backups. "I needed a solution that restores data when I need it and would not break down without warning," Lindemer remarked.

Hebron was in need of an inexpensive, dependable prod-

uct that guaranteed not only disaster recovery, but quick backups and a helpful support team. However, after looking at competitors, it seemed to be non-existent. HP and Dell's SAN solution were overpriced and tape solutions may be able to offer great support; but when a solution cannot perform, support is of no use.

## Benefits

After replacing its tape backup with Unitrends' proven solution, Hebron's systems are finally secure and entirely meet the school's needs. No other solution could offer Hebron more bang for its buck; and with budget cuts left and right, low costs are an essential component for any school.

Unitrends' comprehensive software not only meets the school's budget, but is fast, reliable and offers a support team who knows how to get the job done. Lindemer describes his satisfaction with Unitrends' support as simply "professional and complete."

The proven solution was put to the test when Lindemer had a close call with some accidentally deleted files. When staff members of Hebron's athletic department attempted to reorganize some directories, they unintentionally deleted important data. Unaware until the next day, Lindemer was able to go to the prior day's backup and recover the lost files. "From login to finish, the restore was about five minutes," says Lindemer.

Lindemer remains very satisfied with Unitrends disaster recovery and says the restore process is easy, quick and simple. He is at ease, no longer having to worry that backups are doing their jobs. He also mentions another great advantage to Unitrends' software is the daily e-mail status reports.

In the near future, there are plans for Hebron Schools to upgrade to a larger Unitrends recovery system. This advancement will be only more good news for Hebron's staff and students.

"The daily e-mail status reports are great."

"The restore process is easy and quick."

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