



Success Story: Pet Supplies "Plus"

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Todd Chapman, Pet Supplies "Plus"

Quick Facts

Industry

- Retail

Protected Platforms

- Microsoft Windows 1998, NT, 2000, 2003 and 2008

Competitors

- Symantec Backup Exec

Challenges

- Unreliable Backups
- Needed virtual server environment
- Had demand for fast, easy solution to backup and recover critical data

Solution

- Recovery appliance

Benefits

- Reduced costs due to virtualization
- Longer retention
- Supports two networks with dual network interface

Customer Profile

Pet Supplies "Plus" is a chain of stores that provides food and grooming supplies pets. The company maintains more than 225 stores in over 20 states and offer a wide selection of name brand food, toys and supplies for pets. The company supplies unbeatable discount prices on many name brand pet supplies, products, and adoption programs.

Challenges

Pet Supplies "Plus" was using a tape backup solution, which was incapable of protecting the company's vital data files. Todd Chapman, Pet Supplies' Director of Information Systems was concerned with this issue. While tape solutions can be effective backup mediums, it is reported that 50 percent of tape backups fail to restore, and 77 percent of tape users have had tape restore failures.

Pet Supplies needed an appliance that could guarantee recovery of data with a quick, simple and consistently reliable method. The company's current solution could not meet any of those qualifications. Unfortunately, Chapman's problems went beyond even those basic concerns. "We were looking for something that would easily support longer retention requirements and compliment our initiatives to move toward a virtual server environment."

The physical machine Chapman was using was an inefficient cost tool that drove up utility bills and hardware costs

dramatically. To confront that issue, he made a plan to convert to a virtual machine. However, many problems can occur when pursuing virtualization, including requirements of new administrative skills, different versions of virtualization platforms with different licensing policies, mixed physical and virtual environments, a plethora of virtual machine images, which are just a few of the challenges.

Chapman considered purchasing Symantec's software, but after comparison, he found that Unitrends was the only company able to meet his qualifications and provide a backup solution with various options and remote, on-sight support.

Benefits

Now that Pet Supplies "Plus" uses Unitrends' Recovery system, converting from a physical machine to virtual, their costs have decreased; not to mention how quick and easy it was to make the conversion. "I'm very happy with the new system; configuration and ongoing use is easy, yet very powerful," said Chapman.

Pet Supplies "Plus" was pleased to find that Unitrends' offers reliable disaster recovery that is quick and easy, and most importantly, the company can rest assure that its systems are protected. Unitrends' virtualization software exceeded Chapman's expectations. "Restoring a physical machine backed up with Unitrends is very easy, and also fast," Chapman remarked.

Undergoing virtualization with Unitrends' software includes features that eliminate the hassles. Unitrends offers unified monitoring and management, edge data protection, server and NAS data protection, SAN D2D tape replacement, D2D2D rotational archiving, D2D2T rotational archiving and electronic vaulting.

Chapman was happy to leave the old solution for Unitrends, which handles all of his backup and restore needs. With Unitrends reliable software and superior customer service, its "solid reputation" keeps companies dedicated to Unitrends' dependable software and services.

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