



Success Story: Ralph Englestad Arena

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David Blair, Ralph Englestad Arena

Quick Facts

Industry

- Recreation

Protected Platforms

- Server 2000
- Server 2008

Competitors

- Backup Exec

Challenges

- Backup solutions were unreliable
- Maintaining and running two different solutions

Solution

- Recovery appliance

Benefits

- Unified solution
- Full feature demo
- User interface “simple and easy”

Customer Profile

The Ralph Englestad Arena is a hockey facility located in Grand Forks, ND. Home to the University of North Dakota’s women’s and men’s hockey team, Ralph Englestad Arena is a major supporter of the University of North Dakota’s athletic program. The arena also hosts a variety of events and concerts including one recently performed by the renowned singer, Elton John.

Challenges

The Ralph Englestad Arena has several different applications, from concession and retail programs to accounting software, that run on an Exchange server on a daily basis. The facility was backing up two terabytes of data nightly, using two different versions of Backup Exec.

“I wanted to try to get one solution so that I didn’t have to worry about troubleshooting two different sets of issues if I had problems with that.” These solutions were straining for IT manager David Blair, as it took a significant amount of time for them to start functioning properly. “Backups used to start at around 10 p.m. and they would be finishing up when I got into the office at 8 a.m.” Along with unreliable backups, licensing issues concerned Blair. “I don’t like the other models that I’ve gotten where you have to buy a per-agent license and you have to juggle it.”

Benefits

Blair heard of Unitrends on Spiceworks, a network management solution provider and social network for the IT community. He was impressed by the raving reviews on Unitrends. "There are so many people on there that absolutely love the product, and I pretty much had to check it out because of that." Once Blair looked closer into Unitrends solution, he was impressed by Unitrends' offerings, starting with the full feature demo for prospective buyers. "You can install a virtual appliance and you get full use of the software for a time period, which is great to be able to get your feet wet with it," Blair said.

Unitrends web-based program helps the arena tremendously. "Since we are a hockey facility we are a pretty big building. It's nice that I can just log in from their computer on the web and restore that file for them if I need to," Blair said. "The user interface is so simple and easy to use. It's completely point-and-click, and it just does exactly what you are looking for."

Unitrends web-based user interface allows management of all appliances from one window, restoring backups in just one click, graphical reporting and a weekly backup status. "Being the sole IT person here, flexibility and the easy use played a big factor. Once everything was set up, you almost forget you have a backup solution in place because everything just works for you."

Unitrends made an impact on the Ralph Englestad Arena and now gives Blair a much more manageable environment for performing his backups. "The backup window has shrunken easily in half from what it used to be. They now start at midnight and I'm getting my reports in by two or three in the morning," Blair said. "The great thing about Unitrends running so many different platforms is that everything just works with it."

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