Success Story: Tioga County

> "Using Unitrends data protection solution, I no longer have to worry about protecting our critical county data."
>
> Suzanne Horton, Tioga County

Quick Facts

Industry
• Government

Protected Platforms
• Microsoft Exchange
• Microsoft SQL
• Oracle
• Sybase

Challenges
• Cumbersome backups
• Need for more storage capacity
• Restores demanding up to two days to complete

Solution
• Recovery appliance

Benefits
• Single user interface to manage all platforms
• Protection for mixed environment
• Fast and reliable backup and recoveries

Customer Profile

Tioga County is a historic, rural county in the south eastern corner of the Finger Lakes Region of New York. While most New Yorkers know Tioga County for its rolling hillsides, historic homes, quaint country shops, riverside restaurants, and beautiful river, nearly 52,000 people call this county home. To support its growing population, Tioga County's small computer services organization has a great deal to manage when it comes to county data.

Challenges

All data archives for Tioga County's sheriff department, board of elections, public health and several other county administrative services were being managed from a single location by an unreliable backup solution. The small staff and growing amounts of data created a demand for a reliable backup solution that could protect the county's 2 TB of critical data.

"Using our old tape backup solution was becoming very cumbersome," Suzanne Horton, director of IT said. "It was hard to keep up with. Our backup windows were growing too long and the physical management of tapes was a real headache. Restoring anything from tape could be a full two day process."

Beyond a small IT staff, Tioga County was also faced with protecting a large mix of applications and databases from

Microsoft Exchange and SQL to Oracle and Sybase databases.

Tioga County was in desperate need of a new solution that could support its mixed environment while also providing disaster preparedness.

Benefits
To solve its data protection needs, Tioga County purchased an all-in-one backup and disaster recovery solution from Unitrends, which significantly increased speed and performance. "Using the Unitrends data protection unit, I no longer have to worry about protecting our critical county data," said Horton.

They also chose the Unitrends vaulting solution, which performs automatic, media-less off-site data protection, providing true "lights out" capabilities to protect and manage off-site data.

"By installing a Unitrends Vault off-site at our Sheriff's office, we are now assured that we can quickly and easily recover from any disaster," Horton said. "It's a level of protection we needed, especially as our data continues to grow with our county."

Unitrends web-based Rapid Recovery Console (RRC) integrates seamlessly for centralized monitoring, management and reporting status of all Recovery appliances, vaults and client systems from a single solution.

"The GUI interface is very easy to use and restores are completely painless. Yet, even better, I never have to be concerned about a shrinking backup window," Horton said. "Even as our Sheriff's office continues to store an increasing amount of large image data, I know our Unitrends solution has the capacity and reliability to handle it all."

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