

UNITRENDS



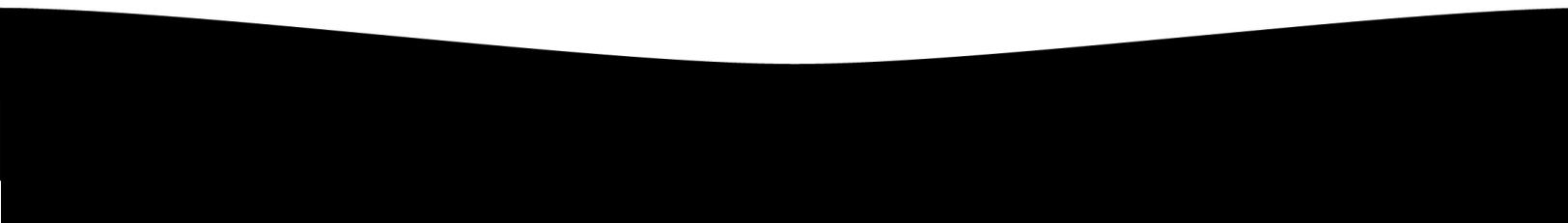
Say Goodbye to Backup Failures with Unitrends

Finance Industry Success Story

Clinton Savings Bank

Scott A Youlden, Vice President / Information Technology Officer

Clinton
Savings Bank



Solution Highlights

Industry

- Finance

Protected Platforms:

- VMware
- Microsoft Exchange
- Microsoft SQL
- Microsoft Windows

Data Protected

- 5 TB and growing

Challenges

- Existing Symantec Backup Exec system often failed
- HP LTO3 tape issues regularly popped up
- Multiple software and hardware issues everyday
- Needed a reliable backup solution

Solution

- Unitrends Recovery-721

Benefits

- No backup failures
- Constant support, individual attention and reliable service by Unitrends team
- Hassle-free major upgrades
- Massive productivity gains

Customer Profile

Renowned as Clinton's first bank and committed to the well-being of the community it largely serves, Clinton Savings Bank has been offering quality financial services across Central Massachusetts since 1851. Almost 164 years later, Clinton continues as a full-service financial institution with nearly \$500 million in assets, following its time-tested tradition of personalized service and a bouquet of financial products customers can always bank on.

The Challenge

With 05 TB critical banking data, and growing, Clinton Savings Bank was badly in need of a dependable backup solution. It was facing a whole crop of issues with its existing system - Symantec Backup Exec system coupled with HP LTO3 tape drives. Scott Youlden said, "Each day we faced either tape problems or more often than not software problems with the backup software not doing the job". Daily updates at the bank gave enough reason for recurring nightmares with multiple software and hardware issues popping up out of the blue on an almost regular basis. The bank couldn't depend upon a backup system that "sometimes worked."

Unless a proper solution was quickly found, Youlden feared that the backup system would impact business at the bank. Reliability, speed and support were the specific factors Youlden was looking for and was particular that all three factors be sourced through one vendor. "We needed a solution that worked each day, every day and was provided by a single vendor", said Youlden.

The Solution

Youlden wanted a solution that would completely address Clinton's unique backup scenario. Though he wanted solid reliability and efficient speed from the new backup system he intended to implement at the Clinton, the emphasis was also on "Support, support, support". The bank also required regular addition of new features to its software, and that factor too had to be taken into consideration. Keeping these, Youlden directly got in touch with a Unitrends' representative and had a backup unit set up for evaluation.

Unfortunately, the existing HP LTO3 tape drives conked out in the midst of the test evaluation but Youlden was so impressed with what Unitrends had on offer that he decided to go ahead with Unitrends Recovery 721. "We made the decision to simply move ahead and use the Unitrends system for our backup", said Youlden, adding that Unitrends was the only brand that provided reliable support and major upgrades minus the hassles. Once the new Unitrends Recovery system was set up at Clinton Savings Bank, the ramp up process took around a week. The entire configuration was effortlessly moved to the Unitrends Recovery system without missing any backups at all.

“The ultimate goal is to come in each morning and see “No backup failures”. This happens at least 99 times out of 100. End of story”

–Scott A Youlden, VP / IT
Officer – Clinton Savings Bank

“If an IT shop doesn’t give Unitrends a good, long hard look, they are doing themselves a real disservice. I have recommended Unitrends to many because I truly believe it will save their butt at some point in their career.”

–Scott A Youlden, VP / IT
Officer – Clinton Savings Bank

About Scott Youlden

As the Vice President of Information Technology at Clinton Savings Bank, Scott Youlden sets the direction for all technology disciplines and strategic planning, software application support, infrastructure, backup as well as disaster recovery across the bank’s six full-fledged branches. With close to eighteen years of experience in IT, he is also responsible for the longrange technology planning for the bank.

The Results

Four years have passed since the Unitrends backup system has been deployed at Clinton Savings Bank. Youlden requested for three major upgrades and was more than eager to have a second unit installed. And the good news: the Unitrends Recovery system has been working “as expected” every single time within the available time frames. Youlden was happy to discover that Unitrends provided more than what had been promised: constant support, individual attention and reliable service.

Taking into account the massive productivity gains since having a Unitrends system positioned within the bank’s IT process, Youlden confided, “Since going with Unitrends, we have never even considered looking at other solutions. It is one of the products I have that does what it is supposed to do, each and every day.”

As with all our clients, Unitrends has been extending consistent support to Clinton Savings Bank and making sure Youlden or anyone at the bank’s IT team is welcomed with a “No Backup Failures” message every morning.

Are You Ready to Get Protected? Connect with us Today for a Customized Quote 

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. Unitrends’ solutions are also sold through a community of thousands of leading technology partners, service providers, and resellers worldwide.