

## CUSTOMER PROFILE - ENTERPRISE BACKUP SOLUTION

# LTD Financial Services finds added value in STORServer's disk-to-disk solution.

### The Challenge:

There are many different reasons why organizations choose to implement a new backup, archive and disaster recovery solution – shrinking backup windows, a desire for greater data security, industry compliance, etc.

LTD is headquartered in Houston, TX and is a service organization in the financial services industry. LTD opened its doors in October of 1993 with four people. They have now grown to over 750 people with a satellite office in San Antonio, TX. They were also honored in 1996 by being listed in INC. Magazine's Top 500 Growth Companies.

In the financial services industry securing customer data is critical. LTD customers require that the client data they share must be safe from theft, fraud and deletion.



Achieving industry certifications is another part of alleviating customer concerns and something that LTD places value on. Currently, LTD is pursuing the Statement on Auditing Standards (SAS) No. 70.

This certification is an internationally recognized auditing standard developed by the American Institute of Certified Public Accountants (AICPA). A SAS 70 audit or service auditor's examination is widely recognized, because it represents that a service organization has been through an

### Summary

When LTD Financial Services began shopping for a new approach to backup, archive and disaster recovery, they wanted a disk-to-disk solution that would automate their backup processes and free-up valuable personnel time. LTD did not realize that selecting the STORServer Appliance would also be helpful in their sales efforts.

in-depth audit of their control activities, which generally include controls over information technology and related processes.

In addition to reviewing certifications, LTD customers often visit the Houston headquarters, which includes a tour of the computer room. While on the tour they get a look at the STORServer D10000 Business Continuity Appliance purchased by LTD in October 2004.

### The Solution:

The STORServer Appliance is a policy-based solution that manages backup, archive and disaster recovery. The solution is platform neutral, LAN friendly and includes the server, software, disk, tape, integration and support.

According to Foelker, STORServer will be helpful in receiving SAS certification for a number of reasons, including the ability to centralize data backups.

"We no longer have individuals running individual server backups," says Foelker, "everything is now within the administrators control."

LTD chose a STORServer D10000 to leverage disk-to-disk technology. The cache pool is sized to hold two to three days of incremental changes, while the online storage pool is a full copy of the data within the customer environment.

"STORServer is a great sales tool for us. The functionality eliminates a lot of customer and auditor concerns."

- John Foelker, Senior Systems Analyst for LTD Financial Services

  
**STORServer**<sup>®</sup>  
System, Storage, & Data Protection Appliances

# “Considering how many workstations we backup, to spend only 30 minutes a day to manage the solution is phenomenal...”

In choosing a D-series model, LTD has reduced the number of tapes they manage, while increasing the speed of file restores. The only tape management that is required by LTD is for offsite disaster recovery. The creation of these tapes is an automated process within the STORServer.

LTD's original goal of saving valuable personnel time has also been met by implementing the STORServer solution.

According to Foelker, administrators spend about 30 minutes a day managing the backup, archive and disaster recovery solution. This includes the time it takes to change the disaster recovery tapes.

Foelker was also impressed with the amount of time it took to implement the STORServer solution.

“Our STORServer installation went really well,” reports Foelker. “We were backing clients within a couple hours.”

Foelker has also found working with STORServer support to be a positive experience, particularly since so many companies are outsourcing support overseas.

Overall Foelker says that LTD has been pleased with the STORServer solution and plans to add more clients as the company continues to expand. LTD also plans to start remotely backing up the server that resides at the San Antonio office.

The ability to grow was another point taken into consideration when selecting the STORServer D10000. “We wanted a solution that we wouldn't have to replace in a few years.” The D10000 will support environments with data ranging from 500GB to over 14TB. Simply adding additional disk shelves, as they are needed, expands the system.”

## Results:

In addition to handling new data growth, Foelker believes that STORServer will continue to encourage it, by being an asset when courting new clients.

“When competing for business every feature we offer tips the scale,” says Foelker. “STORServer is a significant benefit.”

## Contact Information

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# “We are backing-up effortlessly every night.”

- John Foelker, Senior Systems Analyst for LTD Financial Services

