

CUSTOMER PROFILE - ENTERPRISE BACKUP SOLUTION

STORServer put the New Mexico State Highway Transportation Department on the road to an efficient back-up and disaster recovery solution.

The Challenge:

The New Mexico State Highway Transportation Department (NMSHTD) is responsible for building and maintaining roads statewide. With this responsibility comes a great deal of research, mapping, engineering specifications, AutoCAD files, etc. Each year the NMSHTD had not only created more highways, but more data as well - critical data that impacted the entire state.

With a small IS department, and without an efficient storage solution, each department



within the NMSHTD was responsible for their own back-ups to individual servers. Not only was this not a good use of resources, but issues also arose with the security and consistency of stored data.

Restores were an additional challenge. Even though the IS department was only

Summary

The New Mexico State Highway Transportation Department purchased a STORServer Appliance in October of 2000 to consolidate back-ups, make better use of staff resources and implement a solution that would easily grow with the organization.

responsible for backing-up a few servers, bringing back a lost file was difficult and time consuming.

“To restore a single file I had to find and load seven different tapes, in specific order,” recalls Susie Vigil, IS manager for NMSHTD. “Even then, you were not assured you could find what you needed.”

The NMSHTD needed a solution that would better leverage resources, provide greater security of data and make restores easier.

The Solution:

In October of 2000 the NMSHTD purchased a STORServer Appliance, integrated with an IBM 3494 library. There are nearly two terabytes of data in the environment, in addition to several different platforms. The solution has allowed them to consolidate back-ups into a single department and insure that data is more secure.

“I now back-up 43 servers, and the STORServer requires very little attention.”

—Susie Vigil

“I can’t stress enough the importance of the restore capability in the STORServer appliance...”

Staff time is also conserved, allowing them to focus on other tasks. “I now back-up 43 servers,” says Vigil, “and the STORServer requires very little attention.”

In regard to the restore capability, the NMSHTD could not be happier.

“I can’t stress enough the importance of the restore capability in the STORServer appliance,” reports Vigil. “I can now do restores in 5 seconds – it’s amazing. I simply locate the file using the STORServer Manager interface, select restore, and it’s back.”

The NMSHTD has also been pleased with the support offered by STORServer.

“The STORServer support team is always very helpful,” reports Vigil. “They make sure that the problem is resolved.”

Growth is another issue that must be addressed when implementing a storage solution.

STORServer carefully considers customer needs when sizing an appliance and makes the implementation of additional space easy. In 2003 the NMSHTD added a second library, allowing them to leverage current investments and positioning them for several more years of growth.

STORServer has met the immediate needs of the NMSHTD, in addition to providing a manageable solution for what’s ahead. This is a relationship that travels well.

Contact Information

MGBS, Inc.
30772 Southview Drive, Suite 100
Evergreen, CO 80439
Phone: 800-323-5404
Fax: 303-526-1515
E-mail: sales@mgsinc.com
Website: www.mgsinc.com

I can now do restores in 5 seconds – it’s amazing.”

–Susie Vigil



BUSINESS CONTINUITY SPECIALIST