

CUSTOMER PROFILE - ENTERPRISE BACKUP SOLUTION

Olmsted County increases the level of data protection, while reducing the amount of time required to backup and restore.

The Challenge:

Like many counties facing record growth, Olmsted County needed reliable and scalable data protection that required minimum time and resources. Important goals to meet included shortening the backup window, providing enterprise functionality, offering data management capabilities, being scalable to allow for growth, and taking a media agnostic approach (local, mapped, NAS, or SAN).

The Solution:

In 2006 Olmsted County implemented the STORServer solution because of its ability



to perform critical backup and disaster recovery functions quickly and easily in an all in one, complete solution.

STORServer appliances include all of the necessary components for data protection

including software, server, disk, tape library, media, installation, support and training.

Summary

Located in Southeast Minnesota, Olmsted County is home to over 130,000 residents.

A strong and growing economy, the county faces increased pressure on county employees to keep operations running smoothly.

In 2005 they began researching solutions to better manage and protect data in their Windows environment, which included 40 servers and about 4TB of data. The major challenge with their existing Veritas solution was excessive demand on time and resources. They wanted a shorter backup window.

The product also comes with a 30-day money back guarantee.

Julie Nelson, Information Technology Manager for Olmsted County, was impressed that STORServer guaranteed 100% satisfaction with the product and was confident that the solution would meet identified needs.

In addition to meeting the identified needs of Olmsted County, STORServer was selected for the additional functionality the solution offered. This included the ability to only backup changed files, which results in the ability to use an existing IP network.

Olmsted also selected STORServer for the level of support and services they offered, including STORServer's reputation for efficient implementations.

Prior to STORServer the overall backup window required was 16 hours. With STORServer the backup window has been reduced to 4 hours. SQL database restoration has reduced from more than an hour, to less than 20 minutes.


STORServer[®]
System, Storage, & Data Protection Appliances

“Our overall satisfaction with STORServer is excellent...”

“Our implementation went very smoothly and very quickly,” recalls Nelson. “We had all of our servers being backed up in just a day and a half”.

The same team that installs the STORServer solution also provides support to STORServer customers. This support encompasses the entire solution – software and hardware – and also includes diagnostic support to determine what the issue is.

In using support, Nelson is not surprised by STORServer’s 96% renewal rate on support contracts.

“We have used support and found the STORServer team to be helpful with fast responses.”

Results

Since implementing the STORServer solution, Olmsted County has seen a significant reduction in the amount of time it takes to backup and restore data.

STORServer’ incremental backup technology reduced the backup window from 16 hours

to 4 hours. Restores are faster too because a full copy of all data in the environment is kept online and ready for restore.

As the information systems data of Olmsted County grows, they will continue to use STORServer to protect it.

“Our overall satisfaction with STORServer is excellent. The solution has shortened backup windows, while also providing better backups than our previous solution,” said Nelson. “The solution saves us time and is very easy to use.”

For more information on purchasing STORServer visit www.storserver.com.

Contact Information

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– Julie Nelson, Information Technology Manager for Olmsted County

