

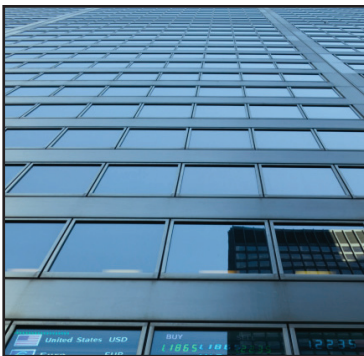
## CUSTOMER PROFILE - VMWARE® CONSOLIDATED BACKUP APPLIANCE

# UGL Unicco virtualizes their environment and installs STORServer Appliance for VMware® Consolidated Backup.

### The Challenge:

For more than a half-century, Newton, Mass.-based UGL Unicco has delivered best-in-class facilities maintenance services to customers in a wide variety of markets, including corporate/commercial, education, retail and government. UGL Unicco employs a large workforce of more than 18,000 people and has a 95 percent customer retention rating, which attests to their high level of customer satisfaction.

UGL Unicco began looking for solutions to improve productivity and help address their data protection and disaster recovery needs. The company knew they needed to engage an outside company that could provide a solution that was easy to manage and use, while providing the sophisticated capability they were looking for.



UGL Unicco knew that they wanted to use IBM Tivoli® Storage Manager (TSM) software, which is designed to provide centralized, automated data protection. They liked the capabilities of TSM, however they needed a model that would make it easy to run and use on a daily basis.

### Summary

In the fall of 2007, UGL Unicco learned STORServer provided an appliance that fit nicely with their newly virtualized environment. With the assurance gained from over three years of a highly productive STORServer Backup Appliance solution and award winning support, UGL Unicco installed the STORServer Appliance for VMware® Consolidated Backup, a revolutionary turn-key business continuity appliance engineered to protect VMware environments. With STORServer, regular backups take less than ten minutes a day and less than an hour for the entire week.

About three years ago UGL Unicco implemented the STORServer Backup Appliance, a policy-based solution that manages back-up, archive and disaster recovery. The solution is platform neutral, LAN friendly and integrates the server, software (TSM), disk, tape, installation and support. STORServer adds its own graphical user interface, STORServer Manager, which provides enhanced visibility into the system status and automates all of the daily processing TSM requires. With the STORServer Backup Appliance, an IT staff member needs to spend only about ten minutes a day on back-up, archive and disaster recovery..

### The Second Challenge - Virtualization

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“The daily automated generation of a customized server disaster recover plan saves us a lot of time in restoration.”

– Darrell Stymiest, Network Services Manager  
for UGL Unicco

  
**STORServer**®  
System, Storage, & Data Protection Appliances

# “I can sleep well at night knowing that if I have a problem with my backup,

from over three years of a highly productive solution relationship, UGL Unicco installed the STORServer Appliance for VMware® Consolidated Backup. This turnkey business continuity solution is the first data protection appliance on the market to protect vulnerable VMware environments and the only total solution on the market, housing all the hardware and software in one box needed for VMware administrators to have completely consolidated backup, disaster recovery and archiving capabilities.

## The Solution

The STORServer Appliance for VMware Consolidated Backup centralizes the backup of the virtual machines on the ESX servers at the STORServer. This eliminates the need to have individual backup agents on each virtual and/or host machine.

VMware Consolidated Backup provides file level and full machine backup of a virtual environment.

The STORServer Agent for VMware Consolidated Backup controls the backup for each virtual machine by integrating the VMware Consolidated Backup utilities and the TSM backup-archive client. The Agent mounts the snapshot to the

STORServer Appliance and calls the TSM Backup-Archive client to perform either an incremental file level backup or a full image backup. The Agent provides a graphical user interface that automates the scheduling and reporting of full and file level backups, making the Appliance very easy to manage.

## The Result

UGL Unicco's IT staff used to invest several hours a week backing up and restoring data. Now, with STORServer, regular backups take less than ten minutes a day and less than an hour for the entire week.

## Contact Information

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STORServer is going to take care of it.  
That peace of mind is priceless.”

– Darrell Stymiest, Network Services Manager for UGL Unicco

