

CASE STUDY >

FINANCE: LTD FINANCIAL SERVICES

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LTD Financial Services finds added value in STORServer's disk-to-disk Enterprise Backup Appliance (EBA) 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.

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 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 Enterprise Backup Appliance purchased by LTD.

The Solution:

The STORServer Enterprise Backup 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 EBA 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.

In choosing the STORServer EBA, 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 EBA.

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 EBA 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 EBA 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 EBA. "We wanted a solution that we wouldn't have to replace in a few years." Simply adding additional disk shelves, as they are needed, expands the system." Foelker has also found working with STORServer support to be a positive experience, particularly since so many companies are outsourcing support overseas.

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."

ABOUT STORSERVER

STORServer is a leading provider of data protection solutions and offers the only enterprise data backup appliance that is built to order. Each backup appliance solution is tailored to the customer's unique environment to simplify management of complex backup, archive and disaster recovery needs. STORServer's appliances feature enterprise class data backup, archive and disaster recovery software, hardware, services and U.S.-based customer support. For more information on STORServer, please visit our website.

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(800) 550-5121
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