

CASE STUDY >

**SERVICES: UGL UNICCO**

CASE STUDY

## **UGL Unicco learned that STORServer® provides an Enterprise Backup Appliance that fit nicely with their newly virtualized environment.**

With the assurance gained from over three years of a highly productive STORServer Enterprise Backup Appliance solution and award winning support, UGL Unicco installed a second STORServer Enterprise Backup Appliance with a Virtual Machine Backup (VMB) add-on, a revolutionary turn-key solution engineered to protect virtual machine environments. With STORServer, regular backups take less than ten minutes a day and less than an hour for the entire week.

### **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.

UGL Unicco implemented the STORServer Enterprise 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 Console, which provides enhanced visibility into the system status and automates all of the daily processing that TSM requires. With the STORServer Enterprise Backup Appliance, an IT staff member needs to spend only about ten minutes a day on backup, archive and disaster recovery.

### **The Second Challenge - Virtualization**

Three years later, UGL Unicco learned STORServer provides a virtual machine backup (VMB) solution that fit nicely with their newly virtualized environment. With the assurance gained from over three years of a highly productive solution relationship, UGL Unicco installed a second STORServer Enterprise Backup Appliance with the VMB add-on. This turn-key business continuity solution is the first data protection appliance on the market to protect vulnerable virtual machine 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 Enterprise Backup Appliance with VMB centralizes the backup of the virtual machines on ESX servers at the Appliance. This eliminates the need to have individual backup agents on each virtual and/or host machine.

VMware Consolidated Backup utilities provide file level and full machine backup of a virtual environment. STORServer's VMB add-on controls the backup for each virtual machine by integrating VMware Consolidated Backup and the TSM backup-archive client. The add-on mounts the snapshot to the STORServer Enterprise Backup Appliance and calls the TSM Backup-Archive client to perform either an incremental file level backup or a full image backup. The add-on also provides a graphical user interface that automates the scheduling and reporting of full and file level backups, making the STORServer Enterprise Backup Appliance very easy to manage.

### **Results:**

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.

### **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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