



Defense Acquisition University Safeguards Employees' Data with Atempo Live Backup™



Problem

DAU had suffered numerous hard drive failures and subsequent data loss. It lacked a client backup solution and was faced with a potential six-figure data recovery bill for failed hard drives.

Goal

- Implement a client backup solution that is transparent to the end users, network and IT staff.
- Protect all desktop and laptop data without relying on file server space.
- Manage and store backups centrally.
- Do not increase the budget.

Results

- At the main campus, DAU does an average of one file recovery per week and 48 full system restores per year.
- Users can recover their own files.
- Recovered costs from implementing Atempo Live Backup within five months.

"I can't begin to tell you what a relief it was to get all my files back after my hard drive crashed. I had 10 years of teaching notes on there and would have been lost without them."

DAU End User

"I can't get over how easy this is for recovering my own files."

Atempo Live Backup End User at DAU

To find out more about the industries Atempo has helped and which solutions can best serve your business, contact us today at info@atempo.com

www.atempo.com

Organization

DAU provides certification training, performance consulting, and continuous learning courses for military and civilian acquisition personnel within the DoD. Its mission is to provide practitioner training, career management and services to enable the AT&L community to make smart business decisions and deliver timely and affordable capabilities to the warfighter.

The Challenge

In less than one year, 45 out of 85 new laptops suffered hard drive failures. Initially, DAU sent the failed hard drives out for repair, but each recovery cost \$2,500 to \$4,500. Confronted with a potential six-figure data recovery bill, general interest in client backup emerged. However, DAU is a distributed organization with seven regional sites connected to the main network. A decision was reached to opt for a centralized approach to backup. This decision forced DAU to grapple with issues arising from maintaining a large online random-access repository (at least 7TB of unprotected data spread over DAU's sites).

Characteristics of DAU's Environment:

- NetApp NearStore R200 16TB array
- Dell PowerEdge 6650 (4 x Xeon 3.0GHz; 8GB RAM)
- Windows Server 2003 Enterprise Edition & SQL Server 2000 Enterprise Edition
- 700 desktops and laptops spread over 7 geographically dispersed locations (some connected by dedicated circuits; smaller sites connected by the internet)
- Microsoft Office XP and some custom-built applications

The Solution

DAU chose Atempo Live Backup based on its transparency to the end user, network and IT staff. Backups are performed automatically and continuously without disrupting end user productivity and without causing network overload. Atempo Live Backup centralized

all client data backups to a server at DAU headquarters, which satisfied a major DAU goal. The server operates in "lights-out" fashion allowing DAU to add client backup to its to-do list without requiring additional headcount.

DAU chose Atempo Live Backup for three key reasons: transparency, centralization of data and arbitrary point-in-time recovery.

Results

From an ROI perspective, DAU calculates that it recovered its costs from implementing Atempo Live Backup in under five months.

Additional results include:

- DAU was able to more efficiently utilize disk space. With Atempo Live Backup, DAU end users can permanently store their data on inexpensive desktop and laptop storage instead of more expensive file server space.
- Atempo Live Backup enables end users to do self-recoveries without IT help.
- DAU no longer sends out failed hard drives for expensive data recovery—it can quickly build up new machines from Atempo Live Backup's bare metal restore capability.
- Many of DAU's instructors keep years worth of teaching and reference materials on their laptops. They are guaranteed this data is safe thanks to DAU's client backup solution.

"After evaluating client backup solutions, transparency emerged as a deciding factor in choosing a product. Our employees never actually see any of the backups taking place on their machines and whether we need to recover a single document or an entire hard drive, Atempo Live Backup quickly delivers the most recent version," said Colonel Ron Hayne, director of operations support group at Defense Acquisition University. **"Atempo Live Backup has proven its worth to us and the investment has paid off."**