

TRIMBLE PROTECTS HEAVILY DISTRIBUTED DATA WITH ATEMPO'S LIVEBACKUP®

► Problem

- Trimble has a highly distributed work force with valuable but largely unprotected data. Mandated migration of data to file servers proved ineffective in solving the problem.

► Goals

- Centralize distributed client data.
- Create enforceable and effective backup strategies.
- Provide self-service restore capability.

► Results

- Critical client data from four sites now effectively protected.
- End-users perform recoveries without IT interventions.
- Investment paid for itself in one year.

"Atempo's LiveBackup is an excellent product with solid performance and features. It is an excellent sales and support model. I am looking forward to seeing what Atempo does next," said Shawn Wilde, chief information officer at Trimble

Organization

Trimble is a leading innovator of Global Positioning System (GPS) technology. In addition to providing advanced GPS components, Trimble augments GPS with other positioning technologies as well as wireless communications and software to create complete customer solutions. Trimble's worldwide presence and unique capabilities position the company for growth in emerging applications including surveying, automobile navigation, machine guidance, asset tracking, wireless platforms, and telecommunications infrastructure. Founded in 1978 and headquartered in Sunnyvale, California, Trimble has more than 2,000 employees in more than 20 countries worldwide.

The Challenge

With employees located at four major sites in the USA and six in Europe, Trimble has a distributed, very mobile sales force. Supporting their systems means having the ability to support users wherever they are and whenever they need it.

Characteristics of Trimble's Environment

New Zealand Server:

- Hewlett-Packard DL140 Xeon 3.2GHz 2GB RAM 80GB RAID 1
- Promise RM6000 IDE RAID 5 (4x 250GB with 1 hot spare)
- Windows Server 2003 and SQL 2000 Standard Edition United States Servers: (3)
- Dell PowerEdge 2x Xeon 2.4GHz 1GB RAM
- 5x 73GB drives RAID 5
- Windows 2000 Server SP4 & SQL 2000 Standard Edition Total Protected Data: 1TB

The Solution

When it came to backing up their valuable desktop and laptop data, Trimble selected Atempo's LiveBackup because it automatically backs up and centralizes data while employees are on the road, and its self-serve recovery capability allows users to restore their own documents and systems at any time, anywhere—without burdening IT.

"LiveBackup's performance across WAN links is excellent and with distributed host servers each site can not only support its own population locally but also when they are on the road or at other sites," said Shawn Wilde, chief information officer at Trimble. "I personally check the performance of LiveBackup from each site I visit and am always amazed at the speed LiveBackup is able to maintain for my laptop backups. I visited our office in Germany and was easily able to sync up with my server in California."

Trimble chose LiveBackup for three key reasons:

1. Transparency
2. Centralization of data
3. Self-serve data recovery

Atempo LiveBackup's transparent CDP technology allowed Trimble to accomplish their goals without disrupting the productivity of their employees or forcing changes in computing habits. The self-service recovery features put IT at ease because users would not be reliant on IT resources to recover lost data. The data centralization was critical given Trimble's highly-distributed environment.

Results

Trimble started their investment in Atempo LiveBackup by deploying a small number of seats, but they have continually added to their investment and to date have purchased 200 seats for their offices in the U.S. and in New Zealand, with plans to expand into German offices in the future. They have been impressed by LiveBackup's continuous data backup and easy file, system and disaster recovery capabilities. Wilde added, "Initially we had planned to use LiveBackup just for user documents, but we soon discovered the back-end efficiency of the system was so good we could do full system images. I am confident that we have the ability to recover any laptop or desktop on LiveBackup with minimum effort."



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