

DEFENSE ACQUISITION UNIVERSITY SAFEGUARDS EMPLOYEES' DATA WITH ATEMPO LIVEBACKUP®

► Problem

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

► Goals

- 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 self-recover their own files.
- Recouped costs from implementing LiveBackup solution 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." LiveBackup end-user at DAU

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 on-line random-access repository (at least 7TB of unprotected data spread over DAU's sites).

Characteristics of DAU's Environment

- Network Appliance 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 (connected by dedicated circuits in some cases, the general internet for smaller sites)
- Computing environment includes Microsoft Office XP and some custom-built applications

The Solution

DAU chose Atempo's LiveBackup based on its transparency to the enduser, network and IT staff. Backups are performed automatically and continuously without disrupting end-user productivity and without causing network overload. LiveBackup 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 their to-do list without requiring additional headcount.

DAU chose LiveBackup for three key reasons:

1. Transparency
2. Centralization of data
3. Arbitrary point-in-time recovery

Results

From an ROI perspective, DAU calculates that they recouped their costs from implementing Atempo LiveBackup in under five months. Additional results include:

- DAU was able to more efficiently utilize disk space. With LiveBackup DAU end users can permanently store their data on inexpensive desktop and laptop storage instead of more expensive file server space.
- LiveBackup enables end-users to do self-recoveries without waiting for IT.
- DAU no longer sends out failed hard drives for expensive data recovery—they can quickly build up new machines from LiveBackup'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, LiveBackup quickly delivers the most recent version," said Colonel Ron Hayne, director of operations support group at Defense Acquisition University. "Atempo LiveBackup has proven its worth to us and the investment has paid off."



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