

## MIDWEST 7-ELEVEN FRANCHISOR PROTECTS THEIR VIP AND MOBILE DATA WITH LIVEBACKUP®

### ► Problem

- Small business lacked an enforceable backup strategy.
- Valuable data was being lost and productivity suffered.

### ► Goals

- Implement an enforceable solution.
- Automatic backups take end-users out of the process.
- Provide protection for mobile data.

### ► Results

- All client data is centralized and available for self-service recovery.
- 100% compliance to backup policies.
- Quick ROI.

*"I've been delighted with LiveBackup. When I need to recover data I know it is there for me and I can easily recover files by myself," said Garb-Ko end-user.*

### Organization

7-Eleven® Stores is the recognized pioneer and leader in convenient, extended-hour retail stores. It ranks as one of the nation's leading merchandising and retailing organizations.

Under an area license agreement with 7-Eleven, Inc. (formally known as The Southland Corporation) since 1968, Garb-Ko operates or franchises 7-Eleven stores in Michigan. In November 1982, Garb-Ko acquired the right to franchise additional areas in Michigan and specified areas of Kentucky, Indiana and Ohio.

### The Challenge

Garb-Ko is a highly-mobile organization. All 42 of their PCs are laptop computers. With the exception of the eight executive staff, everyone travels with their laptops at least once a week. Valuable data resides on these machines, including Word documents, Excel spreadsheets, PowerPoint presentations and Outlook personal inboxes. In the past, Garb-Ko relied on their employees to backup their laptop data. An internal audit revealed that this policy was largely ignored.

### Characteristics of Garb-Ko's Environment

- Compaq Proliant ML350 1x Xeon 2.4GHz 1GB RAM
- Windows 2000 Server & SQL Server 2000 Standard Edition
- 3x60GB EIDE hard drives
- 42 laptops distributed amongst executive staff, field representatives and office support staff (including IT)
- Computing environment includes Microsoft Word, Excel, PowerPoint and Outlook

### The Solution

Senior IT Manager Ken Bivens evaluated LiveBackup after reading about it in TechRepublic and found it to be ideally suited to their needs. "We had been asking users to copy critical data to network shares in order to accomplish data backup, but this became completely impractical," Bivens said. "LiveBackup

provides us with exactly what we need." Garb-Ko employs full system protection for their laptop fleet, dramatically reducing downtime associated with system configuration problems. "Being able to restore systems to one of LiveBackup's system checkpoints makes my job much easier. I can have malfunctioning systems back in operation within hours whereas it used to take days."

LiveBackup's up-to-the-moment, continuous protection gives Garb-Ko confidence that critical data will never be lost. Bivens explained, "The continuous data protection really assures me that everything important is being captured and that backups are as recent as possible." The protection umbrella extends all the way to the top, as President and CEO Dan Abraham's PC is protected by LiveBackup. "You can imagine what a great sense of security that gives me," Bivens said. Garb-Ko chose Atempo's LiveBackup for three key reasons:

1. Backup is automatic
2. Continuous protection provides "crucial reassurance" that backups are current
3. LiveBackup is suitable for roaming laptops

### Results

LiveBackup provides full system protection to Garb-Ko's executive staff, field reps, office staff and IT department. Data is stored centrally at Garb-Ko's Saginaw, MI headquarters. The server is set up to protect corporate laptops even when they are outside of the corporate network.

Garb-Ko realized quick ROI due to LiveBackup's self-service file recovery. "End-users are able to recover their data in a few simple steps. This means I do not have to worry about recovering user documents," said Bivens. "Client backup used to be the responsibility of our employees, but with Live-Backup it has become an important and successful function of IT."



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