

CASE STUDY

City of Livingston, CA



Small City Makes Big Move to Strengthen Data Backup and Recovery Plan

Having been let down by the old tape-based backup system once too many times, QuickPCSupport, a computer consulting firm working for the City of Livingston, CA, searched the internet for an alternative solution. The goal was to find a logical system that would provide a fireproof and weather proof disk-to-disk backup solution for network servers and desktops.

At last, they found the ioSafe disaster-proof disk backup, a solution that meets and exceeds all City needs. "With ioSafe, we no longer worry about cumbersome backup jobs and tape rotations," said Mario Campos, President of QuickPCSupport. "Nor do we worry about training staff on how to rotate those tapes and perform tape drive cleaning every 30 days. So by using ioSafe, we eliminate the risk of human errors and save at least \$20,000 per year for the City of Livingston."

Using ioSafe hardware with Symantec software, the City is now able to perform incremental backups of the network throughout the day – even backing up mailboxes from the Exchange Server while it is being used. Before, they could only do one backup job a day, because it would take approximately 6 hours to finish. With ioSafe, a full system backup is done in just 1.5 hours – four times faster. Furthermore, the City achieves incremental backups of the entire system, including the accounting databases, in less than 15 minutes!

The City has combined the ioSafe solution with a Linksys network storage adapter, which allows them to make ioSafe available on the network as a stand alone disk backup. This configuration allows for easy restoration of the system, from any workstation attached to the network, even when the servers are being repaired.

The City of Livingston is in central California and has a population of 10,473 residents. Although it's a small city, Livingston has taken big steps to protect its digital assets.

The results show high return on investment:

- Savings of at least \$20,000 per year in hardware, maintenance, and staffing costs

At-A-Glance

Customer:
City of Livingston, CA

Challenge:
The City needed a better data storage system for their network servers and desktops. The existing tape backup method was time-consuming, prone to human errors, and a pain to operate. It was also highly vulnerable to fire and other natural disasters.

Solution:
They installed ioSafe S1, a 750 GB disaster-proof disk-based backup and recovery solution.

Results:

- 400% faster to complete a full backup
- Less than 15 minutes to complete incremental backups
- Substantially better recovery point objective and faster data restores
- Savings of at least \$20,000 per year in hardware, maintenance, and staffing costs

- Only 90 minutes to complete a full backup – a 400% improvement
- Less than 15 minutes to complete incremental backups – compared to none before
- Substantially better recovery point objective and faster data restores
- Built in protection against fire, water, theft, building collapse and primary server failure

“Besides their product, dealing with the ioSafe staff has also been a great experience,” commented Campos. “They have been very responsive and insightful in helping the City of Livingston strengthen its business continuity plan.

“We would recommend ioSafe to any computer environment that requires real-time and consistent backups of the network, and is under a crucial time constraint,” concluded Campos.



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QuickPCSupport, a northern California company, is a one-stop shop for computing resources and management – from consultation to implementation, to on-going support. They have been instrumental in selecting and deploying the ioSafe solution for Livingston City.

About ioSafe System

ioSafe designs and manufactures disaster-proof hardware to protect digital assets. Using its patent-pending technologies, ioSafe offers a new breed of data storage that is like an aircraft black box, but for your personal and business data. For more information, please visit www.iosafe.com or call 1-888-98-ioSafe.

- Built in protection against fire, water, theft, building collapse, and primary server failure

Comments:

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