

Desert Schools Federal Credit Union

Customer Snapshot

Name

Desert Schools
Federal Credit Union

Overview

A top-30 US credit
union by total assets

Headquarters

Phoenix, Arizona

EVault Products

Two 12 TB EVault Plug-n-Protect appliances; EVault Agents for VMware, Microsoft Windows, and IBM i (formerly OS/400); EVault application plug-ins for Microsoft SQL and Exchange; EVault Replication; and EVault System Restore

IT Environment

392 servers running VMware, Windows and IBM i

Challenges

- Slow or failed backups
- Difficulty meeting RTOs and staying in compliance
- Cross-platform incongruities
- Multi-vendor management issues
- Escalating costs
- Inefficient use of staff resources

Credit Union Uses EVault to Ensure Business Continuity and Compliance

Desert Schools Federal Credit Union was laboring under a legacy tape backup system that overburdened its IT resources and didn't meet its nightly backup window or Recovery Time Objectives (RTOs). The outdated tape system required third-party encryption and exposed the company to the risk of regulatory non-compliance, and business disruption in the event of disaster. Desert Schools needed an integrated, disk-based backup and recovery platform that could ensure business continuity across its multi-platform server environment.

Tape Not Up to the Task of Protecting Multi-Platform Banking Environment

The credit union's existing tape backup solution couldn't support its multi-platform environment: 392 Windows, IBM i, and a large virtualized server environment, which supports a variety of applications including FiServ CBS core financial software, Great Plains accounting software, Microsoft Exchange, and Microsoft SQL. "Tape could no longer back up our servers within the overnight backup window," says Marty Rios, Desert Schools Director of Infrastructure. As a result, the company's IT team reviewed backup jobs every morning, analyzing failures and repairing errors.

And while tape offered relatively little, it required much. Legacy tape media is subject to damage and data loss, which put Desert Schools at risk of failing to meet compliance requirements mandated by the National Credit Union Association (NCUA). A staff member was needed to move the tapes, lock them up, and ready them for pickup by the storage vendor. It was also time-consuming to locate and recall the tapes from offsite storage. And once the tapes were located, they still had to be loaded into the library.

Between its inherent logistical difficulties and unreliability, the tape backup solution made it nearly impossible for the credit union to meet its RTOs. In addition, the tape system did not include native encryption. To meet NCUA-mandated regulations that the credit union encrypt and replicate its core financial data offsite, Desert Schools had to bring in a second vendor at additional expense. Desert Schools hoped to find one vendor to support all its data protection needs now and into the future.

Finally, the tape system could not readily facilitate bare-metal restores of the credit union's servers. If these servers ever failed, Desert Schools would have to restore its data to matching hardware, and to start data restoration it would have to restore operating systems to current patch levels and settings—a tedious, complicated process.

Case Study

Desert Schools
Federal Credit Union

Results

- A unified and simplified backup and recovery process for all enterprise applications
- Secure, encrypted backup data
- Lower overall costs
- Easier regulatory compliance
- 80 percent reduction in file system backup time
- 92 percent reduction in core banking application system backup time
- 25 hours saved each month by IT department

“To comply with increasing regulatory requirements, ensure business continuity in the event of disaster, and make sure IT teams are as efficient as possible, the EVault solution does it all.”

—Gary Laieski
CIO, Desert Schools
Federal Credit Union

Solution Provider 3RP Implements Unified EVault Solution

“The company needed a reliable solution that would get the job done on all fronts,” says Scott Mellegaard, Solutions Architect, 3RP, a technology solutions provider offering consulting, enterprise software, and infrastructure solutions. 3RP evaluated all requirements and introduced Desert Schools to EVault and its EVault® line of disk-based data protection products. “We knew EVault was the best choice for simplified technology that offers ‘lights out’ reliability for data backup, native deduplication, AES encryption, delta-level replication, and bare metal recovery for all applications,” says Mellegaard.

Desert Schools considered another solution, provided by CommVault, that proved inadequate in many respects. “The licensing model was complicated and its solution had no native encryption” says Rios. “Bare-metal restores were not an integrated option, and even replication was extremely complex. In many respects, our organization would still have had many of the same headaches.”

EVault included all the necessary licensing and provided native encryption, integrated bare-metal restores of critical systems, and streamlined replication and recovery processes. Desert Schools gave 3RP the green light to implement the comprehensive EVault backup and recovery solution for its headquarters and its disaster recovery location.

EVault: Secure Unified Solution Saves the Day

“We have been through a couple of audits since moving to EVault, one with the NCUA,” says Rios. “We passed them both without any issues.” Desert Schools deployed two EVault Plug-n-Protect appliances—one, at the company’s primary location, replicates to the disaster recovery site using EVault Replication. This ensures the company complies with regulations. It also reduces the resources required to manage replication while saving additional money because offsite tape storage is no longer necessary.

In fact, EVault has saved Desert Schools time and money while improving backup and restore processes significantly. In one instance—a small, incremental restore—the company shaved two hours off its restore time. In a larger example, the company’s file system backup, which formerly took 17 hours, now takes about 3.5 hours. And the core banking application data, which previously took 37 hours to back up, now takes only 3 hours. “Our IT department is saving over 25 hours a month since we moved from tape to EVault’s disk-to-disk solution,” Rios says.

“To comply with increasing regulatory requirements, ensure business continuity in the event of disaster, and make sure IT teams are as efficient as possible, the EVault solution does it all,” says Gary Laieski, CIO, Desert Schools Federal Credit Union. “It eases backup administration, eliminates tape backup rotations, and enables IT personnel to focus on other areas that impact business performance.”

Take the Next Step

To learn about EVault backup and recovery services, call us at 1.877.901.DATA (3282), email us at conciierge@evault.com, or visit us at www.evault.com.



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