



Hurricane Sandy No Match for Arcserve UDP Cloud Direct Backup as a Service (BaaS)



INDUSTRY: Manufacturing

LOCATION: Philadelphia, PA

ARCserve UDP CLOUD DIRECT

BAAS USER SINCE: 2012

DATA PROFILE:

- 1.4TB of data on a NAS appliance
- Windows and Mac
- Databases: Microsoft Exchange, SQL, Dynamics Nav 2009

Westinghouse Lighting Corporation is a leading global manufacturer of over 5,000 electrical and lighting products for residential, commercial, and industrial applications. In October 2012, Westinghouse desperately needed to update their backup and disaster recovery solution.

PROBLEM

Westinghouse relied on slow and unreliable tape backups as Hurricane Sandy approached

SOLUTION

Arcserve streamlined Westinghouse’s data protection workflow and quickly backed up all critical data to the West Coast

RESULTS

No more reliance on tapes
Straightforward, predictable pricing
Peace of mind that backups are fully reliable and recoverable any time



THE PROBLEM

Unreliable Tape Backups Slow Down Business

Hurricane Sandy was the catalyst for Westinghouse, but they were already unhappy with the tape system they had in place. Tape backups took a lot of time and resources to manage. To top it all off, backups would often be incomplete or full of errors. Restoring data from tapes was an especially daunting task for the IT department. According to Carl Nestor, IT Specialist at Westinghouse, “Finding the [right] tape could take days.”



We now know, rather than hope, that we can do data recovery when we need to.

– Jesse Reyna, IT Supervisor



Delayed Response from Support Adds Difficulty for Data Recovery

Tech support with Westinghouse’s Symantec backup software solution was also an issue. If the IT team ran into a problem and had to reach support for help, they’d have to wait hours or even days to get a response. Even worse, said Nestor, “Sometimes we never got any call back at all.”

The combination of slow, unreliable backups and delayed response from support added up to a very real recipe for disaster when Sandy threatened. That’s when Arcserve’s direct-to-cloud solution came into the picture.

THE SOLUTION

Arcserve Gets Business-Critical Data out of Harm’s Way

“We suddenly had keen interest in backing up our most critical data – not just ASAP, but also to a location far enough offsite that Sandy could not impact its availability,” recalls Jesse Reyna, Westinghouse IT Supervisor. Arcserve’s first priority with Westinghouse was to get their data backed up offsite in time before the hurricane potentially hit their building.

Arcserve helped Westinghouse quickly set up their backups with a volume on in Arcserve’s West Coast datacenter, out Sandy’s reach. The Arcserve UDP Cloud Direct backup and recovery service was able to back up all of Westinghouse’s critical data in roughly eight hours – ensuring it was safely recoverable as Sandy roared over the US East Coast.

Simple Backup, Pain-Free Restores

Soon afterward, Westinghouse moved the majority of its servers over to Arcserve. Backups were now automatically getting sent offsite to the cloud, so IT no longer had to worry about managing them. Restores also became a much faster and pain-free process. “I’ve had to do a restore on our file server a few times, and doing it with Arcserve’s direct-to-cloud solution is so easy compared to our old tape,” said Reyna. “It’s a breath of fresh air.”



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– **Carl Nestor**, IT Specialist



THE RESULTS

Simple Pricing Lowers IT Costs

According to Reyna, “We like Arcserve’s simple, straightforward – and affordable – pricing... we didn’t have to add any on-premise hardware... there were no other startup costs. Plus, it’s scalable”



Today the IT team at Westinghouse can finally breathe a little easier. They’ve been able to significantly cut down on backup costs since switching to Arcserve.

– **Carl Nestor**, IT Specialist



Automated Backups and Easy Restores Save Valuable IT Time

When asked what the biggest difference in their day-to-day activities has been, the answer for the IT team was straightforward: no longer having to manage tapes daily is a relief. Nestor said, “Switching from tape-wrangling to Arcserve’s automatic set-and-forget, and with Arcserve’s quick and easy recovery, I’ve regained hours of my time, allowing me to focus on other IT tasks.”

Moving to Arcserve Gives IT Team Peace of Mind

Switching to a reliable data protection solution has also given the IT team at Westinghouse an invaluable benefit – peace of mind. Reyna remarked, “We now know, rather than hope, that we can do data recovery when we need to.”

For more information on Arcserve, **please visit arcserve.com**