



# STORAGECRAFT®

***Backup Fast, Recover Faster***

CASE STUDY: NUMA NETWORKS

## \$800K IN PRODUCT WAITS FOR DELIVERY

It's a sunny Saturday morning in Orange County, California when the help line rings at Numa Networks. A new customer is calling in a panic. The customer is a major beverage distributor, with 61 trucks fully loaded for weekend deliveries all over the county.

But the trucks can't leave until the drivers get their routes. Unfortunately, the customer's SQL server has just suffered a data corruption. The fleet manager can't access and print the drivers' routes. Meanwhile, the temperature is rising.

Awaiting delivery are 42,000 cases, plus 750 barrels, of alcoholic beverages. If the loads are exposed to temperatures above 70 degrees, the flavor will be ruined. The customer could lose \$800,000 worth of product—not to mention the late delivery fees and overtime costs they'd have to pay—if the trucks are delayed.

“When we received the frantic call, the drivers were already waiting in their trucks,” recalls Warren Hino, president of Numa Networks. “They simply couldn't leave without their printed schedules.”

The huge cost of downtime—and the value of a rapid recovery—immediately became clear to Warren's customer. Just two months prior to this incident, when Numa Networks came on board, the beverage distributor wasn't even looking for a disaster recovery solution.

“We were brought on to help with their upcoming virtualization projects,” Warren said. “Soon after, we discovered that they were lacking a good disaster recovery plan for their data. And, their backup software licenses were expiring.”

He took the opportunity to explain the financial benefits of using StorageCraft® ShadowProtect®. Emphasizing the value and return-on-the-dollar for uptime, he asked, “How much would it cost your entire site to be without your data for a day or two? What is the impact on your shipments that go out each day?” He then told the beverage distributor's decision-makers about ShadowProtect's fast recovery times.

“Server outages would have taken two or three days to recover with their current backup plan,” he says. “After closing a disaster recovery solution that included an onsite BDR device with cloud storage options, we started providing image-based backup and monthly testing for their 10 servers and 2.5 TB of data.”

Numa Networks installed StorageCraft ShadowProtect Virtual Server for the servers and ShadowProtect Granular Recovery for Exchange for the customer's 250 mailboxes.

Warren didn't realize how soon his customer's new BDR solution would be put to the test.

“How much would it cost your entire site to be without your data for a day or two?”

—Warren Hino, president of Numa Networks

## SHADOWPROTECT HELPS DELIVER THE GOODS

*When the desperate call for help came in that Saturday morning, Numa Networks calmly and quickly took action.*

Within 20 minutes, their on-call engineer was able to restore a recent backup image of the beverage distributor's SQL server. And, he did it remotely. From his home.

“The customer was up and running in an amazing 20 minutes,” Warren says. “That’s faster than sending someone out to the site.”

With only a slight delay, the truck drivers were soon on their way. The \$800,000 load was delivered on time. The customer didn't incur any late fees or rebate costs—and avoided paying overtime to the drivers and warehouse workers as well.

“The customer told us that our disaster recovery solution, powered by StorageCraft ShadowProtect, delivered just as we said it would. Some clients think you need disaster recovery just for hardware failures, but this was a software failure in a huge database. It could've been a very costly disaster for the beverage distributor,” he says.

Numa Networks has been a StorageCraft partner for almost five years. They started using ShadowProtect when they decided to move away from tape backup solutions. Today, they require all new customers to have an onsite BDR device or replicate their data offsite—all powered by ShadowProtect, of course.

“We built a primary data center in Anaheim that replicates to a secondary data center in Dallas, TX. The ShadowProtect servers take snapshots every 15 minutes,” Warren explains. “We can usually get customers up and running within 15 or 20 minutes, and I don't lose a technician for a week trying to restore a client from tape backup.”

“The customer was up and running in an amazing 20 minutes.”

—Warren Hino, *president of Numa Networks*

## RAPID DISASTER RECOVERY IS “WORTH EVERY PENNY”

*While ShadowProtect has plenty of features to regularly check the integrity of the backups it creates, Warren personally checks in on his customers at least quarterly.*

He recently spoke with the beverage distributor.

“He’s doing great, he’s very happy. And he said our disaster recovery solution was absolutely worth every penny of his investment.”

StorageCraft not only helps Warren keep his customers happy, it also helps Numa Networks distinguish itself from other service providers.

“Computer consulting companies specializing in data recovery in Orange County are a dime a dozen,” he says. “We understand this, so we differentiate ourselves by offering rapid and reliable data recovery solutions based on ShadowProtect that are tailored to each of our clients.

“StorageCraft allowed us to go in the direction we wanted. Being a StorageCraft partner lets us say, ‘We can keep you up and running even in the event of an outage.’ It lines up perfectly with our messaging and our target audience.”

“StorageCraft allowed us to go in the direction we wanted.”

— Warren Hino, *president of Numa Networks*

## ABOUT NUMA NETWORKS

Numa Networks, LLC, was founded by Warren Hino in 2009. A computer consultant for 11 years, Warren specializes in keeping small businesses in Orange County up and running.

“We sell stability and uptime, not just fixes. We want to make sure our clients are continually running when they need to be,” he says. “Unfortunately, not everyone backs up their data or does it properly, which can result in losing important information. Very few small businesses could survive a server being down for a week. That’s a lot in lost revenue.”

Numa Networks provides enterprise-level service, maintenance, and management to small businesses and private schools at a fraction of the cost of a full-time IT manager. Their services include:

- 24/7 same day emergency onsite network support
- Reliable and verified data backup
- Rapid data recovery
- Desktop/laptop computer sales and support
- Network solutions
- Wireless network security

The company offers a free 27-point network audit. Warren also offers this guarantee:

“Whether you need computer support, IT services, data recovery, or backup services, we guarantee that you’ll be completely satisfied with our work. If we are ever unable to fix a computer issue the first time, we will do whatever is necessary to fix it at no charge—no questions asked!”

[www.numanetworks.com](http://www.numanetworks.com)



# ABOUT STORAGECRAFT

*At StorageCraft®, the goal of complete disaster recovery drives everything we do. Our StorageCraft® Recover-Ability™ solution is an end-to-end, best-in-class backup and disaster recovery solution that is both fast and reliable.*

## STORAGECRAFT RECOVER-ABILITY

It starts with a good backup. Our award-winning *StorageCraft® ShadowProtect®* takes complete, pristine images of your machines, including all your operating systems, applications, services, and settings.

It then records changes at the sector level, so you always have an up-to-date copy of every machine in your IT environment, whether it's a critical server or an employee laptop, physical or virtual. We even work with specialized database servers, like SQL, SharePoint, or Exchange. You can get granular recovery in Exchange with *ShadowProtect Granular Recovery for Exchange*.

You have complete control over the frequency of your backups and you can set rules for consolidation and retention to manage your precious storage space using *StorageCraft® ImageManager™*.

Plus, with *StorageCraft® ShadowControl® CMD™* you can monitor the machines in your backup environment from a single interface and get alerts when a machine is running

out of space, when a backup doesn't happen, or when any of a variety of conditions you specify is met.

We also give you tools to test your backups using *StorageCraft® VirtualBoot™* and *StorageCraft® Image-Ready™* technologies, which gives you confidence that your data is safe and that a disaster won't shut you down or hold you up.

Then we make it easy to replicate your backup images with *StorageCraft® Cloud Services™* or to our cloud or to your own offsite location so you can always have your data close when you need it and at a good safe distance when a disaster comes.

When it does, you can launch your backups as virtual machines with VirtualBoot or mount them as drives for complete, granular access to your data.

Or you can pre-stage the recovery of a backup image in a virtual machine with our patented *StorageCraft®*



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*HeadStart Restore®* technology, so if your main server blows up, you can be up and running in minutes. You can even virtualize your data in our cloud so even Mother Nature can't keep you down.

Then, you can rebuild your infrastructure and recover to all kinds of machines, physical or virtual, using our *StorageCraft Hardware® Independent Restore™* technology or *ShadowProtect IT Edition*.

You can't be sure what kind of disaster will strike you next, but with the StorageCraft Recover-Ability solution, you can be sure it doesn't matter. You'll be just fine.