



Arcserve Keeps Aero Law Group's Critical Data Safe

Aero Law Group, which provides legal services to airlines and aircraft owners and operators worldwide, had a data protection problem: its tape backup system was becoming nearly impossible to manage.



INDUSTRY: Legal Services

LOCATION: Bellevue, Washington

ARCserve UDP CLOUD DIRECT

BAAS USER SINCE: 2012

DATA PROFILE:

- 580GB Exchange Data
- 260GB other databases/
unstructured data
- Microsoft Office data
- Windows and Mac

PROBLEM

Aero Law Group's tape backup system was slow and unreliable

Tapes could no longer handle Aero Law Group's growing data

Failing backups meant business-critical data was left vulnerable to being lost

SOLUTION

Arcserve's secure direct-to-cloud software-based solution automates daily backups

RESULTS

Backup management no longer a time-consuming task

Data recovery becomes fast and easy

Reliable tech support is available to help any time



THE PROBLEM

Data Growth Overwhelms Tape Backup

Aero Law Group's email data is a critical component to their business. According to Jason Webb, the company's IT manager, "We help support clients who are trying to buy and sell airplanes, with email being our primary communication tool. Without it, we can't close deals and get planes delivered on time." Because of that they needed a solution that would keep their data backed up and recoverable at all times.

The company's data had been growing steadily for a while, and unfortunately their backup solution could no longer keep up. Webb tried to reduce the amount of data he was backing up to tape, but even that wasn't enough. "I had to keep scaling back on what data was being backed up and reduce the backup set to critical email and documents," said Webb, "But even then, a full backup was no longer capturing all our critical data."

Unreliable Backup and Recoveries put Business at Risk

Aero Law Group's tape backup system came with drawbacks. Tape backups would often be full of errors or unsuccessful, which meant the backup process would have to start all over again. "Something would go wrong, like a tape being dismounted before a backup had completed. It got to the point where we weren't achieving successful daily backups more than twice a week," said Webb.

Not only that, recovering data stored on tape was also a long and difficult process. According to Webb, "A single file could take two or more hours to recover, assuming the tape was still onsite." It was clearly time to look at another solution.

Dealing with tape backups became more than just a time consuming nuisance for Aero Law Group – incomplete backups and slow data recoveries meant that the business was left vulnerable to losing its most critical data. That was when they reached out to Arcserve.



I liked how the software goes onto our systems so we don't have to buy, install or manage any additional hardware.

– Jason Webb, IT Manager



THE SOLUTION

No-Hardware Backup Approach Saves Resources

After dealing with the arduous task of tape management for so long, Arcserve's software-based solution was a very appealing concept for the IT team. "I liked how the software goes onto our systems so we don't have to buy, install or manage any additional hardware," said Webb. Not having any additional hardware meant that Webb could allocate the resources he used to spend on tape to other, more important business-related tasks.



Secure Backup Solution Supports Diverse Data Environment

Aero Law Group felt confident entrusting their data to Arcserve's secure Virtual Datacenter. They were also relieved that Arcserve could support their diverse environment, including their Windows and Mac systems, from a single product and interface.

THE RESULTS

Faster, Automated Backups Save Valuable IT Resources

With Arcserve's direct-to-cloud backup solution, backups took considerably less time to complete compared to the old tape system. Since Arcserve's Cloud Direct BaaS incremental-backup approach uploads changes at a block level, it allowed backups to finish much quicker than the prior solution.



With Arcserve, it's 'set it and forget it.'

– Jason Webb, IT Manager



The improved performance of Arcserve's solution saved time for Aero Law Group's IT staff; previously, Webb had spent roughly six hours each month doing backup-related administrative tasks. "Setup took only fifteen minutes and backups happened automatically," said Webb, "With Arcserve, it's 'set it and forget it.'"

Seamless Data Recovery Gets Deals Done

Data restores that would take hours to complete with tape recovery became a problem of the past. Speed of recovery for Aero Law Group meant the difference between completing a deal successfully – or not. That's why Webb was glad to see a big difference with Arcserve UDP Cloud Direct's recovery capabilities. "About a week after we started using the solution, I got a phone call requesting a file restore," said Webb, "I logged into Arcserve UDP, and got it back in one minute – it was seamless and nobody noticed a delay."

For more information on Arcserve, please visit arcserve.com