TruePosition Reduces Data Recovery Times from 48 Hours to Minutes

TruePosition provides geolocation intelligence solutions to governments, public safety networks and application providers. Managing the company's tape backup system was taking up too much valuable IT time and leaving company data vulnerable to being lost. They needed to find a solution that could handle their large, diverse data. With Arcserve UDP Cloud Direct BaaS, TruePosition replaced a resource-intensive backup & recovery system with one that was simple to manage and ensured fast and reliable protection for their 70TB of data.

TruePosition®

INDUSTRY:
Business Services

LOCATION:
Berwyn, PA

ARCSERVE USER SINCE:
2014

DATA PROFILE:

- 70TB of data
- 8 SQL databases
- SAP financial data
- Flat files housing test data, integration tests, bug fixes and patches

PROBLEM

TruePosition was spending valuable IT time and resources to support their tape backup management system.

The company needed to find a solution that could handle transferring large data sets to and from the cloud.

SOLUTION

Arcserve's direct-to-cloud WAN optimized solution protected data and worked in the background without interrupting daily business activities.

RESULTS

Data restores were simplified, reducing data recovery times from 48 hours to just minutes.

Backup management was simplified, saving hours of valuable IT time, and allowing the IT team to focus on more important strategic tasks.

Λssured recovery™

THE PROBLEM

Valuable Time and Resources Spent on Managing Tape

Prior to Arcserve, TruePosition relied on a tape backup system, which by 2014 was becoming difficult to manage. The company had a dedicated IT staffer, who devoted hours a week to such management tasks as troubleshooting system failures and identifying the proper tapes for restore operations. Then there were the mundane housekeeping duties, like labeling and rotating tapes in preparation for their trip to off-site storage, in addition to the regular care and feeding of the tape jukebox.

> With proper planning and thanks to Arcserve's WAN optimization capabilities, backup performance was a non-issue.
>
> – **Erick Panger,** Director of Information Technology

These time-consuming management tasks fell to Panger's IT team, who were already stretched pretty thin with other work. "Today, it's all about getting rid of mundane tasks and why I decided to find someone else to handle backups," said Erick Panger, Director of Information Technology at TruePosition,"It seemed like a pretty simple decision."

Big Diverse Data to Back Up

An important characteristic of the company was also that they had a large data footprint, so finding a provider that could handle transferring the data effectively to the cloud was a must. "We're a tech company with many engineers, all of whom love to keep data," said Panger.

That data was also diverse in nature, and included 8 SQL server databases, SAP financial data, and business critical data, including integration tests, hardware tests, new release builds, bug fixes, and patches. It was important that their new solution keep their data protected, but also doing so fast enough not to slow down daily operations. According to Panger, "One of our concerns was how we were going to push 70TB of data across a 100MG Internet pipe without making everything else come to a crawl."

> You right click, copy, and paste and you're done. It's like moving a file from a shared G drive to a D drive —it's so trivial, it's hard to talk about.
>
> – **Erick Panger,** Director of Information Technology

THE SOLUTION

Protecting All Essential Data Without Getting Slowed Down

With their large data and unique storage requirements, TruePosition wanted to be sure that a cloud-based backup solution would fit their needs. When they put Arcserve's WAN optimized solution to the test, however, they realized they had made the right choice. "With proper planning and thanks to Arcserve's WAN optimization capabilities, backup performance was a non-issue," said Panger.

THE RESULTS

Faster Data Restores — From 48 Hours to Minutes

Choosing Arcserve as their cloud backup provider has dramatically reduced TruePosition's data recovery time. Doing backup restores with their previous solution could take up to 48 hours or more, since locating the right tape was such a painstaking task. With Arcserve's solution, finding the right file and performing a restore is nearly instant. "You right click, copy, and paste and you're done," he said. "It's like moving a file from a shared G drive to a D drive—it's so trivial, it's hard to talk about," Panger explained.

> Arcserve's support has been readily available to field routine questions and to solve any potential problems any time, day or night.
>
> – **Erick Panger,** Director of Information Technology

No-Brainer Cloud Backup

The UDP Cloud Direct BaaS software installs easily and its user-friendly management console has made on-going management of backup and restore operations a no-brainer for Panger and his team. "Today, I spend about two minutes reviewing a backup report and when I don't see any errors, I move on and go about my daily business," Panger said. "It frees me up to do other things in the department and frees up my support people to do other tasks. Backup is now one less thing we have to do."

After years of active duty in the US Air Force and a long career in IT where nothing was routine, Panger was more than happy to offload backup and disaster recovery operations to Arcserve's cloud-based backup solution and have everything work as expected. With so much riding on IT in the age of technology-centric business, reliable backup means Panger and his team are free to focus on bigger strategic initiatives.

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