

FTP, Inc

The Case Study

FTP Inc. Taps Quorum for Assured, One-Click Recovery in Minutes

Business Challenges: Time-intensive recovery plan impacts business continuity; full backups take toll on workflow, productivity

As a fixture in the New Jersey insurance market for more than 50 years, FTP has been there for its customers through thick and thin, ready to bring some measure of normalcy back after a setback, be it a windstorm, house or business fire, or anything else you can think of.

Ironically, however, FTP itself was not adequately protected against disaster. "It's not that we didn't have a disaster recovery plan in place," said P.J. Powell, vice president at FTP. "We did. We were using Symantec BackupExec. But it would have taken days—if not weeks—after a disaster to implement our plan and get back on our feet." For FTP, this simply was not an option: In Powell's estimation, one week of downtime would cost at least \$100,000 in lost commissions and thousands more in lost future business. Perhaps even more importantly, a week of downtime would impact FTP's ability to maintain the high standard of service its customers were accustomed to.

But it wasn't just a lag in recovery that plagued FTP. Full backups, which occurred over the weekends and incrementally throughout each week, took more than 24 hours to complete and spanned multiple tapes. "The length of time it was taking to complete the backup was impacting our workflow and productivity, yet the process is critical to keeping our business records safe," said Powell. And testing the system? "We rarely performed testing because it was such a cumbersome, time-consuming process."

"It was a big concern of ours. Clearly, we thought we had a plan in place, but it wasn't until we were introduced to Quorum that we realized we could be back up in minutes, rather than days."

The Solution: Quorum solution addresses FTP's backup, recovery and continuity issues with one click

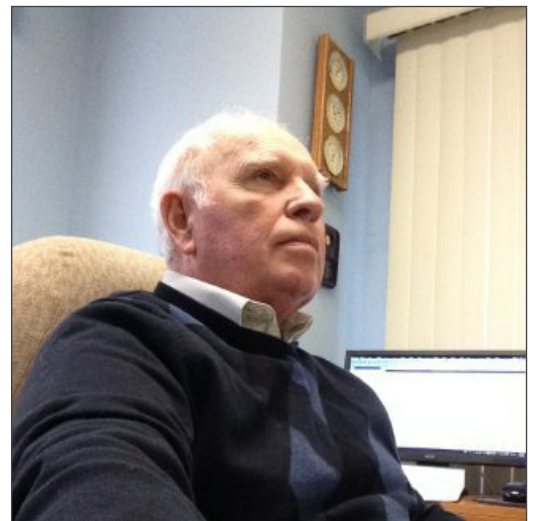
Powell had, in fact, been focused on finding a new, more nimble disaster recovery solution for quite some time. "It was a big concern of ours. Clearly, we thought we had a plan in place, but it wasn't until we were introduced to Quorum that we realized we could be back up in minutes, rather than days."

Powell was introduced to the Quorum solution through his nephew, who had lunch with Quorum CEO Larry Lang one day. "I remember thinking, 'This could be the solution we've been waiting for,'" said Powell, "and I immediately got in touch with Kevin at [reseller] T-COM Associates to check into the solution further."

Powell was given a demo showcasing Quorum's one-click backup, recovery and continuity solution, and compared it to Symantec BackupExec 2012 with LTOS tapes and Autonomy LiveVault. Ultimately, he found that these two didn't hold a candle to Quorum's speed, ease of use and cost. "In my opinion, Quorum hit the nail on the head with this sentence on its website: 'It's not about backup, but how fast you're back up.' That's certainly how I see it, and that speed in recovery clinched the deal for us."

"With Quorum, we finally have the confidence in our disaster recovery solution that we never really had before."

PJ POWELL
Vice President



FTP Inc.

The Impact:

Confidence in ability to recover from any type of disaster within minutes; simplified on-demand and automatic testing Now, the Quorum solution protects FTP's two servers that run the main agency management system, Omni7, FTP's document management system and more. The added bonus is in the Quorum solution's on-demand and automatic testing. Powell doesn't even have to think about running those cumbersome tests any longer.

Powell's epic search for a disaster recovery solution has indeed finally come to an end with Quorum's one-click backup, recovery and continuity solution, and he couldn't be happier. "With Quorum, we finally have the confidence in our disaster recovery solution that we never really had before."

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Business Benefits of Quorum Solution

- One-click, instant recovery of data, applications and systems
- On-demand and automatic testing
- Simple, cost-effective solution