

Hotel Emma

Quorum Case Study

The Challenge: Lacked VM Backup and Cloud Backup

Hotel Emma had been using Backup Exec as their backup and recovery solution to protect all their critical business data. Though Gabriel Longoria, the Director of IT at Hotel Emma, was satisfied with Backup Exec's ability to run file recovery, they needed a more robust solution that includes VM backup and cloud backup.

The Solution: Robust Features and Ease-of-Use

When evaluating backup and recovery solutions, Hotel Emma considered keeping Backup Exec and moving to Windows Azure as an alternative. Gabriel eventually decided on Quorum because of the robust feature sets that Quorum offers, as well as the ease-of-use when configuring the whole backup and recovery process.

The Results: Reliability, Uptime, and Seamless Integration with Network

After implementing Quorum, Hotel Emma is finally able to run VM backups live and replicate them to the cloud. But what really impressed Gabriel was Quorum's reliability and uptime. According to Gabriel, "one time, a hard drive in array went bad and a new hard drive was shipped the next day. Popped the hard drive in and I was back up and running. System was not down during any of that time."

When asked what features made his life better, Gabriel replied, "It was the ability to add and remove backups easily. I also love the excellent customer support and the cloud backup option in case of a natural disaster."

PREVIOUS SOLUTION:
Backup Exec

CONSIDERED SOLUTIONS:
Windows Azure

INDUSTRY:
Hotel, Hospitality

ABOUT SUMMIT BANK:
Once a 19th century Brewhouse, Hotel Emma is an extraordinary 146-room hotel in downtown San Antonio, TX, and the flagship for Pearl's culinary and cultural community.

ESTIMATED REVENUE:
\$15M-\$25M

ESTIMATED NO. OF EMPLOYEES:
75-150

WEBSITE:
www.thehotellemma.com

In regards to reliability of Quorum, Gabriel noted that Quorum is “seamlessly integrated with my network, and the ‘set it and forget it’ system reliability and system uptime are just amazing.” Gabriel was also impressed with the knowledge of Quorum’s support staff and how friendly and attentive they are to the needs of Hotel Emma.

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GABRIEL LONGORIA
Director of IT



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About Quorum: Quorum believes data backup and recovery for businesses should be fast, easy, and reliable, while providing extraordinary customer support and transparent pricing. Quorum’s solutions were originally developed for U.S. naval combat systems, and the company is now backed by Toba Capital and industry veterans with decades of experience from Quest Software, Dell, Symantec, and beyond.