Timberwood Bank
The Case Study

In the financial industry, reputation is everything

Business Challenges:
Threat of prolonged system downtime; cumbersome testing process

In the financial industry, reputation is everything. And no bank understands that better than Tomah, Wis.-based Timberwood Bank, which has managed to uphold a stellar reputation for the past decade, thanks to an unwavering commitment to its customers. "Our customers are always top of mind for us," said Brenda Meyer, information security officer at Timberwood Bank. "We want them to know that we are here for them, ready to help with their financial needs."

Given this commitment, it's not surprising that Timberwood Bank takes disaster recovery very seriously. But concerns about the bank's aging servers prompted a closer look at its legacy DR solution, Symantec BackupExec, and the solution's inability to ensure redundancy & business continuity during a disaster. "We simply can't afford 48 to 72 hours of system downtime," explained John Kenworthy, IT network administrator and building security officer at Timberwood Bank. "For example, in order to serve our customers, we have to be able process customer requests. If the system is down, there's no way to serve our customers effectively. We can't just tell our customers that they can't be taken care of for a few days or longer. People don't want to hear about 'downtime.' They count on us to get them the funds they need. Any system interruption would impact our ability to do that."

Moreover, testing the system proved cumbersome, and left uncertainty as to whether the bank could truly get back up & running after a disaster. "With our legacy system, we were able to test just the bank's data, not its entire system," said Kenworthy. As a result, the bank could never be sure that its applications and systems could be restored after a disaster hit.

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Quorum®

The Solution:
Quorum ensures redudancy and business continuity with a single click

Kenworthy and Meyer embarked on a proactive search to find a disaster recovery solution that could deliver the redundancy and business continuity Timberwood Bank required. After looking at a few solutions, including a SAN solution for redundancy, reseller Network Solutions of Wisconsin, Inc. provided a demo of Quorum. "We were sold. Quorum's one-click backup, recovery and continuity means that we'll never have to worry about system downtime," said Meyer. "We bought Quorum in July 2012 and had it installed on October 2, 2012. It's been in production ever since."

The Impact:
Exchange server troubles put Quorum to the test

Meyer and Kenworthy had an opportunity to put Quorum to the test just two days after its installation. On October 4, 2012, Quorum completed its first full backup, and took a scheduled system snapshot at 1:07 a.m. Six hours later, at approximately 7:15 a.m., Timberwood Bank's email server showed signs of distress, and further review revealed a failed Exchange server. Kenworthy, not yet trained on the new Quorum system, contacted Quorum for support and was led through a few simple steps to switch the bank's email service to the Quorum appliance. Thanks to the backup and snapshot provided by Quorum, Kenworthy was able to restore email to its status as of 1:07 a.m., and all email service was restored by 11 a.m.

Kenworthy estimates that without Quorum, Timberwood Bank would have been without email for four or five days — enough downtime to tarnish an impeccable reputation. "Quorum definitely proved itself to us," said Kenworthy. "It was extremely easy to use; with more familiarity, we most likely would have been up and running within minutes of discovering a failed server."

Business Benefits of Quorum Solution

- One-click, instant recovery of data, applications and systems
- On-demand and automatic testing
- Delivers required redundancy and continuity

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JOHN KENWORTHY
IT Network Administrator