

TyloHelo

The Case Study

TyloHelo, Inc., a Subsidiary of TyloHelo World Group, Relies on Quorum Solution for Assured, One-Click Recovery in Minutes

Business Challenges:

For small to mid-size businesses, system downtime is never a minor detail. Tens or even hundreds of thousands of dollars a day can be lost, severely impacting businesses, sometimes to the point of collapse. Luckily, such an extreme scenario has never been the case with the U.S. TyloHelo Group offices. But the company was savvy enough to know that, with its current disaster recovery solution, any kind of disaster or other event that caused equipment failure or loss would result in downtime that could last up to five days, translating to a hefty financial toll. "We were using a Quantum tape backup solution," said Matt Campbell, IT director at TyloHelo. "But you never know if even a tape will suffice, especially if it's missing when you need it most."

Campbell is referring to an incident in 2004, when all of TyloHelo's servers were stolen, along with all its tape drives. "Luckily, I had one tape and one domain controller at another office," recalled Campbell. "From that, we were able to restore our complete domain. We lost three days, but none of our data." Still, three days lost was three days too long, in Campbell's opinion.

Campbell's memory of the theft resurfaced when, in February 2009, he noted that their current servers were moving past end-of-life, and, although he wanted to keep the servers that still performed well, the others were ready for retirement. "Since we were going to replace some servers, we thought it was a good time to find a disaster recovery solution that would provide immediate backup in case of disaster or equipment loss," said Campbell.

The Solution:

It was about this time that Campbell was first introduced to Quorum through a local reseller. Campbell was impressed by what the reseller said the Quorum solution could do for TyloHelo; specifically, keep the company always on with one-click backup, recovery and continuity. Campbell selected Quorum, and now, the Quorum solution is protecting eight of TyloHelo's nine stateside servers.

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The Impact:

Since the deployment, Campbell says the Quorum solution has made life much easier, and has relieved any worries about recovering data, applications and servers. "We've had to use it in the case of a downed server, when a hard-drive failure took out the redundancy of the server," said Campbell. "To keep going and avoid causing our users any problems, we switched on the Quorum solution until the problem server was fixed. With the Quorum solution, we were able to avoid some significant downtime."

TyloHelo's ongoing migration to a virtual environment has further highlighted the Quorum solution's capabilities and resulting benefits. "I was able to use the Quorum solution's incremental snapshots of our old physical servers to create virtual servers in a production environment," said Campbell. "It not only saved me a few hours per server, it also spared our users from downtime."

The Quorum solution has also proved valuable in recovering lost data. "We often get requests to recover a lost or deleted file," said Campbell. "With Quorum, if a file is lost, we've got an exact duplicate of anything running—even from weeks past. With our former tape backups, it could take 30 minutes or longer to find and recover a file."

The bottom line for Campbell is the reassurance that TyloHelo is always on with one-click backup, recovery and continuity. "With the Quorum solution, I now have peace of mind knowing that we can recover from any type of disaster within minutes," said Campbell. "And the people at Quorum are awesome to work with, always ready to help. That's hard to come by these days."

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MATT CAMPBELL
IT Director



Business Benefits of Quorum Solution

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