

F&M Bank, Tennessee

The Case Study

IT Manager John W. Todd was spending too much time backing up and manhandling his tapes. Fiserv suggested onQ, now he's cut his backup windows and disaster recovery times by over 10x.

BUSINESS CHALLENGE:

As a full-service bank, F&M's day-to-day business operations rely heavily on email communications. If their email servers go down, data loss can be very costly not only in dollars and downtime but also in productivity. Although the existing email server backed up to a remote site, the bank experienced a major problem that took 2½ days around-the-clock to get the email server operational again.

THE SOLUTION:

Fiserv, F&M's core software provider, suggested that the bank consider the onQ business continuity solution. Today, the onQ solution conducts automatic back-ups, while also providing fast recovery in the event of a failure. The onQ solution has proven to be much more cost-effective than buying another server, and it's faster and provides the bank with greater flexibility.

BUSINESS BENEFITS:

- Cut backup time from 26-28 hours per day (using tape), to a couple of hours each day (using onQ).
- Fast time to recovery; servers are back up in minutes instead of the hours or days it would take with other solutions.
- Ability to periodically power up the virtual copy of the email server and verify the mail stores, which can be done during business hours without affecting the production server.
- Increased efficiency and peace of mind.

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