

Reno Refractories

The Case Study

Reno Refractories Finds Peace of Mind with Quorum's Hybrid Cloud One-Click Backup, Recovery and Continuity

Business Challenges: Replace Symantec Back Up Exec to ensure protection from natural disasters

On April 24, 2011, devastating thunderstorms, severe winds and tornadoes slammed the South, claiming lives and flattening buildings. The residents of Tuscaloosa, Ala. sustained some of the worst damage during a mile-wide tornado. Homes and businesses were left in ruins. Fifty miles away, in Morris, Ala., Reno Refractories took note. "Many businesses in the Tuscaloosa area were not able to recover after the tornado damage because their business identity was completely obliterated during this natural disaster," said Wayne Bailey, network administrator, Reno Refractories. "One minute all was fine, and the next minute nothing was there."

Like most companies, Reno had already purchased several types of disaster recovery solutions to rebuild physical structures and replace equipment in case of disaster. Symantec Backup Exec was used as its primary backup solution; otherwise, its disaster recovery plan involved executing a cumbersome disk-to-disk-to-tape backup, then carrying the tapes offsite to a local bank safety deposit box. But these were not considered adequate enough to protect Reno's data, applications and servers. "If we were hit with another devastating tornado, there would be no way to determine who owes us money and to whom we owe money. Data about our inventory, customers and vendors would be wiped out," Bailey continued. He estimates that in the face of a natural disaster, system downtime could last as long as two to three months, as Reno would have to secure replacement equipment along with a data center to co-locate the equipment until the company could repair or rebuild. And it would easily cost anywhere from \$3 million to \$6 million dollars, depending on the time of year. "These were real problems for which we had no solution," Bailey said.

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The Solution: One-Click Backup, Recovery and Continuity with Quorum's Hybrid Cloud Solution

Bailey was first introduced to the Quorum® Hybrid Cloud Solution through a marketing email campaign, and later had the chance to see the solution live at a luncheon in Birmingham, Ala. Still, he researched several competing solutions in Reno's price range, but found that they were all tier-two or tier-three solutions, and would require investment in another SAN appliance for disk space or increased capacity within Reno's current SAN, with that space allocated to local backups. Others he researched offered appliance-based solutions, but could not perform virtual machine backups of a Citrix XEN environment.

After these thorough evaluations and input from reseller InNet, Bailey determined the Quorum Hybrid Cloud Disaster Recovery Solution was the best choice for Reno Refractories. Now, Quorum is protecting six mission-critical servers: Four are tier-one protected nodes with one-click recovery; two are backup only, used in Reno's virtual desktop infrastructure.

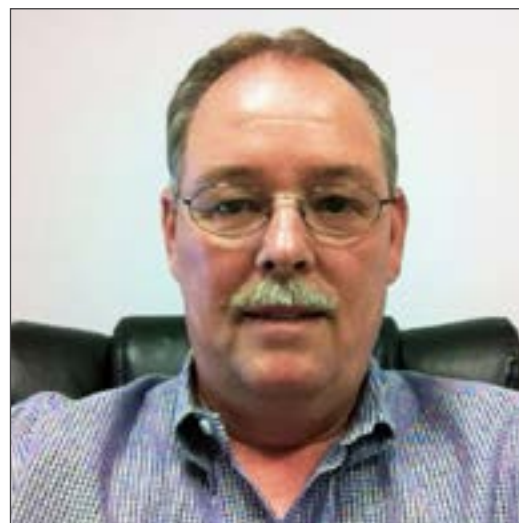
The Impact: Can recover data, applications and servers instantly and can test to prove it!

Bailey has been able to rest easier knowing that Quorum is on the job. Bailey receives immediate email responses if one of the critical system nodes goes down, and then again when it is back online and functional. Quorum also sends out a daily email report detailing the number of backups that have occurred for each node over a 24-hour period, and whether the auto-test function passed or failed. "I can sleep at night now knowing that our critical systems are fully protected—both for local HA and DR," he said.

Reno had a recent bank audit that further clinched Quorum's value in Bailey's eyes. The company's banks were indeed impressed with the level of technology Reno is using for its backup, recovery and continuity plan. "I believe they feel very secure with their investments

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WAYNE BAILEY
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in our company, and a large part of that reason is due to the integrity of our systems, and the ability to recover quickly in the event of a disaster," said Bailey. "They left after the audit knowing without a doubt that our data is secure."

Since the installation, Reno has faced a few virtual machine failures after which Bailey thought they'd have to resort to a Quorum HA recovery node backup. Even though these issues were resolved without having to use the Quorum Solution, Bailey said just knowing it was available brought peace of mind. "We know that in any situation, we can recover our data, applications and servers by simply pressing a button. It certainly takes the pressure off."

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Business Benefits of Quorum Solution

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