

Tejas Tubular

The Case Study

Supporting Growth: Tejas Tubular Expands Its Recovery Capabilities

A leader in manufacturing pipe for the oil and gas industry, Tejas Tubular is recognized for its consistent excellence in both operations and customer service. Known for its innovative traceability and quality control systems, the company is devoted to developing best-in-class products that drive their clients' success.

Tejas Tubular's popularity has led to a growing number of manufacturing facilities across Texas, which has endowed the IT team with a considerable number of systems to manage. But like many teams, they didn't always have a high-performing BDR system. When IT Manager Ricardo Martinez joined the company in January 2009, the company was backing up to tape and an external hard drive. "There was no disaster recovery site, just a simple backup system," Martinez recalled. "At the end of the day, backups went onto an external hard drive and the manager took it home. He swapped the drives on a daily basis."

Martinez, who came to Tejas Tubular from the medical field, was used to "a different approach" to backup and disaster recovery. Interested in strengthening the company's resiliency, he began looking for a new solution that could expand the team's BDR ecosystem. "I wanted to offer my CEO a DR site," he explained.

Finding the Missing Link of BDR

Martinez looked at Symantec and a few other solutions but wasn't satisfied. One day an email arrived from a BDR company he hadn't yet researched: Quorum. Intrigued by the idea of rapid 1-click recovery as part of a unified solution, he decided to learn more.

"Quorum interested me so I went to a presentation in early January 2013 and got hands-on with the onQ appliance capabilities," he said. "Once I went to the presentation, I didn't need to go any further—I was very satisfied at how easy and quick it was to restore. And it was the only solution I looked at that had DR."

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Convinced Quorum offered the all-in-one BDR solution he'd been seeking, Martinez made the business case to his CEO and other leaders. His argument for adopting the new solution was based on improved recovery speed versus the impact of downtime. "I asked, 'How quickly do you want me to bring up these systems? Are you okay with many hours of being down? A week?' That was how I was able to show them Quorum's value."

The implementation went smoothly, with Ricardo "seeding" his system by bringing an onQ appliance to first one location and then shipping it to his secondary disaster recovery site. Today, with sites in Houston and Stephenville, Texas, the Tejas Tubular team uses Quorum for every server they have: "That includes file servers, app servers, employee document folders, all servers."

Following recommended best practices, the team has implemented a tiered recovery system. "We have critical and non-critical servers," Martinez says. "Which means the backup frequency is different. Our most critical server is set up to be backed up every 2 hours, because our database changes so quickly with so much new information."

Since using Quorum, Tejas Tubular has experienced several outages. Luckily, Quorum support has been there to help—especially when recovery got complicated. "We use Quorum technical support all the time," Martinez said before describing one epic outage.

In this instance, Martinez had to rebuild 9 servers over several days. "It took a long time because one of the servers was 1.8 terabytes," he said. "So that wasn't going to happen right away. And the amount of data meant I couldn't run multiple recoveries at same time. I needed to make critical servers operational immediately and this wasn't too long after we moved from physical to virtual—so it was going to be a lot faster if I just rebuilt the virtual server instead of bringing up the recovery node. The size of the data was the hard part."

"Luckily I had good backups," he concluded. "And the Quorum engineers helped me get it back up in a timely way—the onQ technicians were helping me rebuild the servers at two a.m."

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RICARDO MARTINEZ
IT Manager



Passing the Torch of BDR Wisdom

Four years into the team's Quorum experience, Martinez has advice for new Quorum customers.

"I recommend really spending some time to figure out your data growth. My company has grown quite fast and I wasn't able to foresee the amount of data. So now my pain point is data I'm backing up that I didn't prepare for," he said.

"The appliance does the job but I've cut down on how many backups I can do. So it's important to figure that out to properly size the appliance." He added that his team has since transitioned to the new onQ 4.0 appliance.

Martinez said that he would "absolutely recommend" Quorum to other IT leaders. "I'm very happy with what I have and I'm very happy with the service provided to me. If you want someone who's there for you whether it's day or night, I definitely recommend the customer service at Quorum."

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