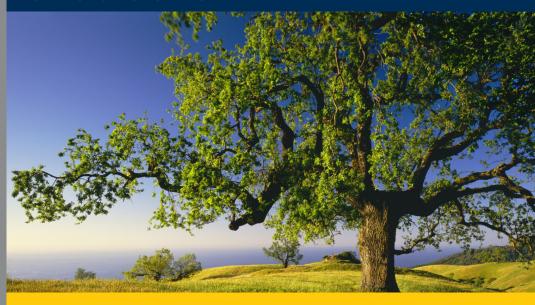> " The performance of SEP sesam went above and beyond what we expected of the product. The time it takes to complete a full backup has decreased by 235%! "
>
> Dustin Hurshman
> Network Engineer

City of Thousand Oaks

Situation

The City of Thousand Oaks was facing a growing challenge. "As our data grew in size, our full backups to tape of our main data center were beginning to take more than 12 hours to complete. This restricted us to performing full backups during weekend hours only. In addition to being restricted to when we could perform full backups, our daily backups were running from 6:00 PM until 7:00 or 7:30 AM, which meant they were still running when we opened for business each morning. The overhead in time and number of tapes it was taking to backup our data caused us to seek a new solution; one that could backup our 2 TB of data and work with Novell's NetWare Kernel as well as OES2 on Linux," explains Network Engineer, Dustin Hurshman.

CHALLENGE

"Our old solution wasn't meeting our needs and had become time consuming. The city had to be selective about what data to back up and how. The challenge of finding a backup solution that worked well with Novell was becoming more difficult," Hurshman recalls. "We decided to look for a new solution that would decrease the time for backups, allow us to back up all system and user data, as well as decrease the amount of effort our staff was required to expend to operate and maintain backups," continues Hurshman.

ENVIRONMENT

"90% of our infrastructure is run by our primary data center and two secondary sites that each have at least one Novell server. Each site also has a backup system in place. We are backing up select data from our file/print servers, as well as our resource directory, eDir. We are also backing up our messaging systems, SQL databases, imaging systems, and various other systems. We were looking to upgrade with our current vendor, Symantec, but were not offered a compelling solution that would improve performance," says Hurshman.

SOLUTION

"We weren't capable of finding an economically feasible solution to our old Backup Exec product, even after speaking with colleagues in our field along with engineers from Novell. There wasn't a product that was both an improvement and an easy switch until SEP sesam was exposed to us at the GWAVACon 2011 trade show. SEP sesam appeared to fulfill all the requirements and also offered continuing support for Novell NetWare. We made the decision to implement after one of our analysts received training from SEP," Mr. Hurshman explained. "My colleague, Colleen Hernandez, is the administrator of our backup system and has been impressed with SEP's support personnel and the increased speed of our backups."

SEP Software Corp.

SEP Software Corp. is the technology leader providing standardized and high performance data availability solutions for professional IT environments of all sizes. SEP sesam and its associated products deliver seamless solutions to your backup requirements.

SEP sesam ensures that data security for virtual machine environments including data backup, restore, disaster recovery and encryption can be both easily and cost-effectively achieved. SEP's software is the ultimate expression of German engineering and attention to detail. Design and programming originate from our German offices in Weyarn, near Munich where overall performance and reliability are under our constant vigilance.

RESULTS

"The performance of SEP sesam went above and beyond what we expected of the product. Not only has our workload been eased, we now have a quality backup solution that has expanded the amount of data we are backing up to include system files we had to leave out with the previous solution. The time it takes to complete a full backup has decreased by 235%!" Hurshman attests. "We are continuing to back up even more thanks to how quickly the backups run. Because of SEP sesam's performance and functionality, we are now expanding our implementation and adding additional backup jobs from other remote locations. We rotate our tapes daily and have been able to not only reduce the number of tapes we are using, but also the number of cases we have to send to the offsite storage facility," added Hurshman. "SEP sesam has enabled us to re-architect our backup strategy to include more data in less time."

"With our old solution we were backing up about 1.7 TB of data for a full backup and it would take us 36 hours to complete. Our incremental backups would take 14 hours and would still be running each morning when we would come in to start operations," stated Hurshman. "With SEP sesam we are able to complete full backups each night of 1.8 TB in only 8.5 hours. The software is much faster and we are able to include more data on a regular basis."

SUPPORT & INSTALLATION

"From the very beginning, the SEP engineers have been very helpful and responsive whenever we have an issue or question. Installation was a bit challenging, as we are not experts on Linux, but SEP support was with us every step of the way," says Hurshman.

FUTURE PLANS

"We will be expanding our storage solution in the future and plan to leverage SEP sesam as an integral part of that expansion. Having a backup solution that I know can support us regardless of operating system, databases or virtual technology we choose, makes planning for the future a little easier," states Hurshman.

ABOUT CITY OF THOUSAND OAKS

The City of Thousand Oaks is a premier community in Southern California with a population slightly exceeding 126,000 people. For more information, please visit www.toaks.org

SEP
Backup & Disaster Recovery

USA Headquarters | www.sepusa.com | info@sepusa.com | 303.449.0100
Europe Headquarters | www.sep.de | info@sep.de | +49.8020.180.0