

StorageCraft ShadowProtect

BACKUP, RECOVER, MIGRATE, VIRTUALISE... AT THE 'CLICK OF A BUTTON'

Customer Success - Rous Water



Rous Water is the regional water supply authority for the New South Wales council areas of Lismore (except Nimbin), Ballina (except Wardell), Byron (except Mullumbimby), and Richmond Valley. The regional supply network includes over 32,000 connections and around 2,000 rural connections to the Rous water trunk main system. It services a population of about 95,000.

The authority sought to introduce a risk management solution to protect its operations from any significant disruption caused by computer downtime. The threat of a water management failure was not the only difficulty. IT Manager Alvaro Lozano was also concerned about disruptions to day-to-day operations. Fairly recently, one of Rous Water's systems had suffered a major hardware failure when a server crashed, corrupting two years' worth of archived emails.

So Rous Water implemented StorageCraft ShadowProtect™, the award-winning line of disk-based backup and disaster recovery solution, which has reduced data loss from a typical 18 hours in the event of a computer crash, to only 15-30 minutes.

According to Lozano, the new technology practically eliminates any computer-related disruption to water supplies for the four Council areas. After proving the effectiveness of ShadowProtect on the authority's management system, he is implementing it on two telemetry servers.

"If due to a major disaster both of these telemetry servers were to fail, we would be unable to open and close the valves at our reservoirs – we would simply not know what was happening to them," said Lozano. "Ultimately, Councils could be left without water. Although the probability might be low, the impact would be high, so we are eliminating the risk. Using ShadowProtect we were able to restore the network service within 30 minutes."

Restore 'works flawlessly'

"The nature of our business requires a rapid response to problems, so we needed a solution that could minimise data loss to minutes instead of an entire day's worth. StorageCraft's ShadowProtect has achieved this.

"What previously meant several hours' downtime has been reduced to minutes with ShadowProtect. We can recover an entire server on to different hardware and have it fully operational within half an hour. This represents almost immediate disaster recovery. What has impressed us most is its hardware independent restore technology, which works flawlessly and adds only a few minutes to the rebuild process."

**Alvaro Lozano, IT Director,
Ferry State High School**

Quick Facts

Industry

Local Government Utility

Challenge

Protect operations from any significant disruption caused by computer downtime

Solution

StorageCraft ShadowProtect Server Edition for Backup, Recovery and Disaster Recovery

Environment

Multiple Windows™ Servers

Results

- Fast Recovery Times
- 15-minute Backup Windows
- Testing Using VMware
- Successful Hardware Independent Restore
- Peace of Mind