

StorageCraft ShadowProtect

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

Customer Success - Synovate Aztec

Synovate Aztec is Australia's leading provider of scan data services and offers data agency and value-added data processing, software, training and support services across the grocery, pharmacy, liquor, mass merchant and petrol / convenience channels.

Data is the company's life blood. Using its advanced technology, organisations like Woolworths, Nestle, Colgate, and Unilever are able to very rapidly see trends in products being sold and implement programs to maximise profits and increase complementary product sales.

The incumbent backup strategy was working well, but due to a recent acquisition of the vendor, the IT team noticed a severe drop in performance of the support services, so it became apparent that a single backup solution was insufficient.

With over 54 servers and 12 terabytes of data being managed and manipulated every day, Synovate AZTEC needed to update its traditional backup and recovery technology to meet the service level agreements required by its clients.

For a 30-day free trial, IT Manager Warren Gerdes chose two non-critical servers in the network for the initial tests, and within two weeks placed an order for ShadowProtect and began deployment to the production servers.

He reports that although there have been no disasters, the software has worked well as a maintenance tool for replacing hard drives that have had disk events logged. Recently, a critical server logged a potential drive failure, and Warren had the boot drive changed and the server up within the hour. Synovate Aztec are also using the ShadowProtect software to archive the Windows Vista images on new desktop acquisition so the license can be reused later when all the bugs are gone.

Storage Craft ShadowProtect has become a vital engineering tool in the organisation and fits extremely well with other backup technologies.

The New Standard

"We had a substantial investment in our previous backup and recovery product, however, regardless of how much money and time we invested, quite simply it failed to live up to its expectations and price tag!

"We were introduced to StorageCraft by our primary server vendor Xenon Systems. At first I did not believe it possible to protect data in real-time, down to every 15 minutes - but it was the Disaster Recovery capability that impressed us the most.

"With ShadowProtect I am confident |we will never lose more than 15-minutes of data or database or Exchange e-mails and if one of our critical production servers crashes, we can rebuild it, migrate it to dissimilar hardware or even to a virtual environment in minutes and restore it to the ExactState™ immediately prior to the crash – unbelievable!"

**Warren Gerdes, IT Manager,
Synovate Aztec**



Quick Facts

Industry

Services Provider

Challenge

Required high availability for data centre to supply 24/7 data services to enterprise clients

Solution

Using StorageCraft ShadowProtect Server Edition, Synovate has established high availability for the data centre and no downtime for business critical applications

Environment

Windows™ Systems:
54 Servers comprising Windows 2000, 2003, Exchange, Web and SQL

Results

- Primary DR solution
- Lightning fast backups across the network
- Affordable, robust technology
- Timely response from the local StorageCraft Asia Pacific technical support team