

## Unitrends' Rapid Recovery System Delivers for North Cascades National Bank

### PROFILE

North Cascades National Bank (NCNB) has been serving the people of North Central Washington state for more than two decades. The bank has steadily grown, recently opening its seventh branch.

### THE CHALLENGES

- >North Cascades National Bank needed protection for their data and their systems
- >The bank had a myriad of server platforms and multiple generations of tape
- >Bank policy required 12 months of monthly backups and at least 30 days of incrementals
- >The volume of tape became cost prohibitive and called for more time and staff to maintain on and off-site
- >Unreliable tape backups left the IT team fearing a system crash that would require several days to recover from

NCNB has evolved over the past several years, implementing a disaster recovery strategy that helps ensure its data is secure and available in the event of a server or site failure. The bank initially took steps to streamline its IT operations, moving from servers running on multiple platforms to a Windows-based architecture. As it upgraded its servers, however, NCNB's IT team realized that it needed to improve its data and system protection as well.

"We were using tape to protect our data, and we had multiple generations of tape in the system at any given point," says Todd Pittman, NCNB's manager of Information Technology. "We needed 12 months of monthly backups, and at least 30 days of incrementals, which we ran every day, to complement our weekly backups. We had more tapes than we knew what to do with, and realized the cost was becoming prohibitively expensive."

The cost was only one factor; the time it took to successfully backup the bank's data was another. "As our data increased, our backups took longer, and the cost of maintaining all the

tapes onsite and offsite and the staff needed to work with them grew as well," Pittman says. Then, there was the issue of reliability. Pittman says his team grew to regard tapes as being "notoriously unreliable; I don't know how many times we ran into a tape where something was bad."

Fortunately, NCNB never suffered a system crash, but the IT team knew that kind of failure could easily mean several days' worth of downtime before the system was recovered, something the bank could simply not afford. "It was constantly on my mind. It's one of those things that hangs out there, and you think, 'man, I hope this never happens.'"

### THE SOLUTION

- >Time saving disk-to-disk architecture reduces the probability of permanent loss caused by tape failure or human error
- >All the hardware and software needed to provide BareMetal and file-level backups on any number of clients, and for over 24 operating systems
- >Unitrends DPU products are licensed based on the amount of user data protected, and include everything needed to protect the entire network
- >Data Protection Vaults (DPVs) eliminate the manual process of keeping critical data off-site; no more manual tape rotation means no more delays in accessing data or waiting to have tapes picked up and delivered

Pittman realized he needed a more reliable and powerful solution, and began looking at disk-to-disk data protection as an alternative. Working with a reseller, he quickly identified Unitrends' Rapid Recovery System as an ideal way of achieving this goal.

"The Unitrends package was complete, with integrated hardware and software, and it didn't cost us an arm and a leg," Pittman says. "At the time, we were also running three separate operating systems; Unitrends was the only company we saw that wasn't going to charge extra license fees for our additional platforms."

NCNB implemented a Unitrends Data Protection Unit (DPU™) at its main data center in Chelan, where about 120 gigabytes of data from its seven branches is stored. From there, the data is electronically vaulted about 50 miles away to a Unitrends Data Protection Vault (DPV™) at the bank's disaster recovery site.

"We vault data between the two sites every night, and it works really well, giving us a higher level of confidence than we had with physically transporting tapes off-site," Pittman says. He also says that the DPU's built-in encryption for in-flight data is an added benefit.

The Rapid Recovery System allows NCNB to accomplish its nightly backups in roughly one-tenth the time it took

with tape; recovering files is far faster as well. Pittman notes that almost all of the data recovery that is needed comes not from natural disasters or machine crashes, but from human error. "People call us, and say they made changes to a file, and need the original back, or they've accidentally deleted a key file, and they need it now. The Unitrends Rapid Recovery System allows us to do that."

Pittman says with all of the Rapid Recovery System's built-in features, he's not yet had the time to implement all of them. "We'll be looking at the DPU's Hot BareMetal™ system capability," he says. "We like the idea of being able to take a snapshot of the entire operating system without having to bring down the server. We realize that when our system crashes, it's going to be important to be back in business within minutes."

"Dollar for dollar, Unitrends is an excellent value. Other solutions we evaluated require additional client licenses, or integration, or things that make it far tougher for us to simply do our jobs. We've used Unitrends in the past, and will continue with them in the future."

### KEY BENEFITS

- > Unitrends provided true disk-to-disk backup, Hot BareMetal recovery and automated remote disaster recovery capabilities in one complete solution – no integration required
- > Backups are performed in one-tenth of the time
- > High confidence that data and systems are protected and quickly recoverable
- > Easy and quick recovery of lost or deleted files
- > Unitrends provided one license fee for all operating systems
- > Unitrends Data Protection Vaults (DPVs) provide a central location to backup data from multiple bank branches, and all data is encrypted - for secure data
- > Unitrends provides everything a small to mid-sized business (SMB) requires in a Business Systems Continuity solution for every stage of businesses growth
- > Unitrends also offers Continuous Exchange Protection, to protect your business by preventing server failure from interfering with regulation compliance, allowing recovery of email from server-level failure down to individual messages

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