Reliable Backups for Local Government

Government Success Story | Goose Creek, SC

Goose Creek
South Carolina

UNITRENDS

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Solution Highlights

Industry | Local Government

Protected Platforms:
- Virtualized Windows Servers
- Physical Servers
- Terminal and File Servers

Solution
- Unitrends Recovery 813

Benefits
- *Peace of Mind*
- Faster than tape
- Reliable backups

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"By using the Unitrends solution, within hours we had the server back up and running on it's same configuration without missing much monitoring at all.

Ryan Byrd,
IT Director
City of Goose Creek, SC

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Customer Profile

Goose Creek is a mid-sized city located in Berkeley County, South Carolina. The city prides itself on maintaining balance among growth, the environment and preservation of its small town character. The city government of Goose Creek utilizes around 200 network nodes along with 12 separate servers, all constantly being accessed by their staff of 250 employees. These nodes and servers are responsible for multiple functions that are crucial to the city's ability to run smoothly, ranging from financials and budgets to 911 emergency calls.

The Challenge

The City of Goose Creek has a vital need to protect sensitive data, while keeping it secure, accessible across multiple locations as well as quick to recover. Finding this type of protection was the major challenge for Ryan Byrd, IT Director for the City of Goose Creek, who was relying on Zenith to handle the City's data backup and restoration. Multiple times, Byrd worried whether his data was not backing up successfully. Along with that, he had a concern about the declining support service quality, which prompted him to look for an alternative data protection solution.

The Solution

In the process of researching alternatives to Zenith, Byrd viewed a Unitrends demo, which sold him on the spot. "The reason I chose Unitrends is the technology. I was very interested once I saw the demo. It looked very clean, very precise, and like it could do what they said it was going to do, " Byrd said. Unitrends user interface makes it easy to see the technology at work with the capability to manage all protected systems in one single view. This allows for proactive monitoring to view retention and backup capacity, but more importantly it's easy to use for the unexpected occurrences."

The Results

"Unitrends was able to save the day when one of my co-workers decided he was going reconfigure our monitoring server. He got halfway through and could not get the server back up and running. By using the Unitrends appliance within hours we had the server back up and running on it's same configuration without missing much monitoring at all," Byrd said.

"Unitrends provides reliability, along with an exceptional support team, at one of the most competitive prices available. My support experience with Unitrends has been wonderful. They have been very forthcoming with all the information that I needed. Anytime we had an issue, they have been right there on the spot," Byrd said.

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