



# Keeping the Car Wash Clean of Viruses

Retail Success Story | Crew Carwash



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### Solution Highlights

Industry | Retail

#### Protected Platforms:

- 100+ Virtual Windows servers
- 20+ Linux servers
- 20+ Windows workstations

#### Solution

- 2 x Unitrends Recovery Series 824S
- RXDA removable media devices

#### Benefits

- Ransomware Protection
- Protection against accidental deletes
- Full disaster recovery capabilities

### Customer Profile

In 1948 founder Joe Dahm opened Indiana's first automated carwash, Mike's Minit Man. Then cars were chained to a conveyor belt and hand-scrubbed, a low-tech beginning for what is now one of the largest exterior-only, high-tech carwash chains in the nation. They have delivered over 100 million car washes. In 2012 the company split into two - Mike's Carwash and Crew Carwash. Today Crew Carwash has 30 location in Indiana.

### The Challenge

Jack Estes is the Principal Systems Engineer, holds a PhD in computer science and was a career cryptology officer in the Navy. He is responsible for all technology. Crew has virtual and physical Windows Servers, Linux servers and Windows workstations deployed in redundant datacenters that all need to be backed up and protected with a business continuation strategy. "Hard to believe in this day and age," says Estes, "but when I came to Crew there was no backup solution in place for any system. Obviously, this was the reason I came to Unitrends."

### The Solution

Estes purchased two Unitrends Recovery Series 824S hardware appliances for his redundant data centers. "These appliances are dependable, easy to configure and provision, require precious little of my time to maintain, and are backed up by industry leading support when I need it. Continuous improvements to the interface and underlying operating system keeps my appliances in the avant garde of the technology. Our current appliances are over 3 years old and have yet to experience a failure of any sort. In short, I don't worry about backups when I am permitted to buy Unitrends."

### The Results

"I have recovery demands almost weekly!" says Estes. "Users delete entire folders within shares, sometimes depriving management access to key corporate data that I can restore in minutes. DevOps sometimes deploys broken code which I can restore operational capability in moments. Perhaps the most meaningful Unitrends save of late was from a ransomware attack that migrated to the accounting/HR/Executive file server from a user's laptop that was bridged to the Internet via an accidentally left-on WiFi adapter. We were able to quickly cordon off the server, isolate the laptop, and restore the entire virtual machine that hosted the share from a backup taken 15 minutes prior to the infection. Total downtime was less than 10 minutes. The type of attack was capable of jumping machines and would have infected the entire subnet if we hadn't caught it. Even if it had, we would have been able to restore all of the servers from the local Unitrends Recovery Series 824 in less than 30 minutes with no loss of data."

"At the risk of appearing hyperbolic, implementing Unitrends appliances is the single most useful IT investment the company has made in over 10 years. Worth every penny. There isn't a failure scenario we can't recover from now that we're protected by Unitrends."



I've been a customer for nearly 20 years, brought Unitrends into at least 6 companies along the way, and I've never had cause to regret it.

**Jack Estes**  
Principal Systems Engineer  
Crew Carwash Inc.



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