



Unitrends Saves 500GB of The Salvation Army's Data

Non-profit Success Story | The Salvation Army



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Solution Highlights

Industry | Non-profit

Protected Platforms

- Bare metal SQL servers

Solution

- Recovery 813 Backup Appliance

Benefits

- Baremetal restore for quick recovery
- 100% data recovered
- Database up and running shortly after disaster



“We got all the data back, which was a miracle, and it didn't cost us an arm and a leg.”

Rich Thorne
Divisional IT Manager
Salvation Army



Customer Profile

The Salvation Army has supported those in need for 30 years. Nearly 30 million Americans receive assistance from The Salvation Army each year through a broad array of services that range from providing food for the hungry, relief for disaster victims, assistance for the disabled, outreach to the ill, shelter to the homeless and opportunities for underprivileged children. Eighty-two cents of every dollar collected is used to support those services in 5,000 communities nationwide.

The Challenge

The Salvation Army suffered a critical data loss when a natural disaster hit the Wisconsin and Upper Michigan division. A water main break flooded the entire data center, destroying several servers, critical data and forcing operations to a contingency facility. In all, two million gallons of water mixed with elevator fluid and other electronic chemicals destroyed the office's data center. Seven servers, multiple appliances and the entire network infrastructure were rendered useless. Even the cables were unsalvageable.

The Solution

Using a Unitrends offsite removable disk drive and working closely with IT solutions provider DigiCorp, the Salvation Army was able to fully recover its 500 GB disks to new servers. Although the building needed repair after the flood, Rich Thorne, Divisional IT Manager was able to start restoring the organization's financial application and SQL data right away. “The data was ready, but the facility was not,” Thorne said. “For once, IT was ahead of operations.”

Within 24 hours, desks were ready and normal business operations continued in the contingency facility while the data center was being decontaminated. Only two days after the flood employees had access their e-mail and files. The data backed up by Unitrends Recovery Appliance was restored to replacement servers, easily and automatically rebuilding the system. The operating system, applications, settings, drivers and 500 GB of data were restored on the servers—regardless of the brand or model number of the replacement system—creating the ability to leverage several types of hardware to dramatically reduce the recovery time.

The Results

When it was safe to return, Thorne was able to transport the servers back to the refurbished building. In only one day of being back at the refurbished facility, Thorne had seamlessly redeployed the data center infrastructure and the Local Area Network (LAN) and had everything entirely back to its original state.