

# Saving an Accounting Firm from the Taxing Job of Tape Backup

Financial Success Story | Ward & Uptigrove



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## Solution Highlights

Industry | Finance

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**Protected Platforms**

- Citrix Servers
- Windows on VMware

**Solution**

- 2 x Unitrends Recovery 822's

**Benefits**

- Rapid restores of both bare metal and virtualized servers
- Meeting backup windows
- Peace of mind



During our busy season we cannot afford any downtime. This solution keeps our business running, no matter what happens.

Luke Simpson  
Firm Administrator  
Ward & Uptigrove



## Customer Profile

Located in Listowel, Ontario, Ward & Uptigrove is one of southwestern Ontario's largest independent chartered accountant firms, providing professional accounting services since 1958. With fifty-seven full- and part-time staff, the firm offers core services such as auditing, accounting and tax preparation to more than 3,000 clients, along with specialized services in the areas of human resources and financial planning.

## The Challenge

"During tax season our staff and their computers often have to work around the clock," Luke Simpson, Firm Administrator, Ward & Uptigrove said. "Our old backup system required everyone to be logged out of the network while we copied data to tapes for safekeeping." At one point, a weekend backup of the company's 1TB of data was taking close to 30 hours due to the large number of small files spread across many servers. Locating and recovering accidentally deleted files was also a lengthy operation, as tapes were stored offsite and a busy accountant could be asked to wait for over a day for a simple file recovery that should take minutes.

## The Solution

W&U's technology supplier, Network Partners' recommendation was to replace their backup solution with an all-in-one Unitrends Recovery 822. Data is now copied to the backup appliance's disks at high speed, requiring no server downtime or delays. "Now we back up our servers several times a day, instead of just every weekend," Simpson said. "Users don't even notice a slowdown as the backups occur, and the network is available at all times."

## The Results

After a recent faulty software update left one of the servers in an unusable state, the bare metal feature was used to recover the entire machine in less than an hour. "We asked the network administrator to load the Unitrends recovery CD, and the system was back online in a fraction of the time it would have taken to troubleshoot the original problem."

One Unitrends Recovery 822 protects all of Ward & Uptigrove's VMware and Citrix servers and replicates data to a remote location as part of their disaster recovery plan. If anything ever happens to the main office building, the remote Unitrends Recovery 822 can be used to recover to either the original location or temporary office space to ensure the busy accounting firm can continue to provide services to its clients.