

All-in-One Backup with Unitrends Recovery Series Appliances

Technology Success Story | Washington County, MD



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Solution Highlights

Industry | County Government

Protected Platforms:

- Virtualized Windows Servers
- Physical Windows Servers
- Physical Linux Servers

Solution

- Unitrends Recovery 823
- Removable storage

Benefits

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



We chose Unitrends over other vendors because of the licensing. Everything we need is included in the price of the Unitrends Recovery 823.

Doug Oliver
Sr. Technical Support Analyst
Washington County, MD



Customer Profile

Washington County is located in western Maryland with its county seat in Hagerstown. The IT organization offers computer associated services to Washington County departments. These services include consultation, analysis, software support, networking and internet, and telecommunication management. Washington County IT's goal is to improve efficiency and effectiveness of user departments and agencies.

The Challenge

Washington County's tedious backup process for its growing data network was turning into an uphill battle for Senior Technical Support Analyst, Doug Oliver. They used Commvault as their primary data protection solution. As Washington County's data center grew to 7 TB, Commvault could not scale unless the organization was willing to commit to a major investment. "We had to pay for every client," Doug Oliver said. Along with the already high-costing solution, all of the added licensing fees were becoming a hindrance, and the concern only grew more as the County's data center grew. This triggered the search for a new backup and disaster recovery option.

The Solution

Oliver heard good things about Unitrends, so after investigating the company, he quickly found that Unitrends had a unique offering that could resolve the County's ongoing backup challenges. "We chose Unitrends over other vendors because of the licensing. Everything we need is included in the price of the Unitrends Recovery 823, and we didn't have to buy a license every time we added a client to the product," Oliver said. "The yearly cost for the support was excellent also, and it was a lot cheaper than what we were paying before with Commvault."

The Results

The advantages did not end with the reasonably priced investment. "For me, it's less time spent dealing with backups." Oliver is a major fan of Unitrends ease-of-use that simplifies his job. "Unitrends does so much on its own; I've spent less time checking on it and maintaining it." For example, Unitrends deduplication significantly minimizes Washington County's backup time, and scheduling is now one easy step. The user interface shows detailed graphical reports for viewing an unlimited number of Unitrends appliances, storage systems and clients, all from a single pane of glass."

Along with the features, support played a vital role in keeping Oliver a satisfied customer. "I heard about the great service, and it is true, there is great support with the product," Oliver said. "Any time I need help, support is very responsive, very quick. Overall everybody is just super happy with the product and the way Unitrends treats their customers."



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