

Protecting the Data for Ontario's Child Protection Services

Government Success Story | Windsor-Essex Children's Aid Society



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Solution Highlights

Industry | Government

Protected Platforms

- Web servers
- Physical servers running Exchange and SQL
- iPhone applications

Solution

- Unitrends Recovery 823 and 822

Benefits

- Multiple daily snapshots
- Data replication to a DR site
- Peace of mind



With daily use for the past 3 years we have received excellent product usage, great support and fast recovery and backup using the Unitrends Appliances. Excellent overall suite of appliances and software!

Jason Rainsforth
Director of IT and Facilities
Windsor-Essex Children's Aid Society



Customer Profile

An agency of Ontario's Children's Aid Society, Windsor-Essex works in each community in Essex County to provide help and support to children and their families. Windsor-Essex is mandated to uphold the Child & Family Services Act (CFSA) and is funded through the Ontario Ministry of Children and Youth Services. Windsor-Essex Children's Aid Society (WECAS) is responsible for investigating all allegations of child abuse, including neglect, while also providing protection services to children, youth and their families for all residing in Essex County.

The Challenge

Formerly a Novell shop and now running exclusively Windows, WECAS needed a new backup and disaster recovery solution to support their 500 employees as they conduct their day to day investigations and reporting. The files literally hold life and death information on protected children so data loss and extended downtime is not an option. As case workers are on the job 7 x 24, changes to the 9 TB of email and databases are backed up several times each day with full backups every weekend.

The Solution

Jason Rainsforth, Director of IT and Facilities looked for a new backup and disaster recovery solution. "We reviewed other products like Appassure and Ranger from Symantec but felt Unitrends was the easiest and best to use with its breadth of features, but especially the better cost to benefit ratio. We utilize the Recovery 823 appliance in our headquarters for our main daily backups and replicate daily to a Recovery 822 appliance at an off-site location at our branch office in Leamington, Ontario. We also create a monthly archive to a bank of hard disks in a 3 set pool, keeping them off-site for disaster recovery"

The Results

When asked how the Unitrends appliances have helped protect his data, Rainsforth responds "We haven't had a real disaster yet, such as a ransomware attack or a major server disaster but we know our 9TB of critical information is protected. We have social workers who each day save blanks over files, erase emails and make errors in files that require quick recovery using the Unitrends management GUI via the web interface. We also like to test disaster preparedness for our web and database servers so we leverage Unitrends Recovery Assurance to make sure we can meet our RTO goals."