

## CUSTOMER PROFILE

### GramTel

#### Overview

- GramTel provides full business services, including electronic data backup, disaster recovery, business continuity, off-site data protection, and more. UBDR Gold has become the anchor of GramTel's 'Rapid Recovery' solution offerings.

#### Industry

- Information Technology

#### Hardware

- HP ProLiant Servers

#### UltraBac Software Products

- UltraBac
- UBDR Gold
- UltraCopy
- Exchange Agent, FTP Device, Media Library Module

#### Other Software

- VMware ESX Server

#### Benefits

- 100 percent success rate with data restores.
- 24/7 data protection at a cost effective price.
- Outstanding technical support staff.

#### UltraBac Software Advantages

- Backup and recovery speeds are lightning fast ensuring GramTel's clients are satisfied.
- Ability to support FTP transfers, and a wide array of storage devices.
- Seamless support of virtual machines such as VMware's ESX server.

## Data Center Provider Stakes Reputation on UltraBac Software

*"I can say unequivocally that we have had a 100 percent success rate with restores."*

- Steve Robinson, VP of Technical Operations, GramTel

### The Challenge

Based in South Bend, Indiana, GramTel provides data center services as well as disaster recovery and business continuity services. GramTel was founded on a unique philosophy: develop world-class data centers and professional technical staff in secondary, low-risk markets located within reasonable driving distance from large metropolitan cities.

GramTel's mission is to prevent and respond to emergency events that cause clients' vital computer systems and information to become unavailable. The company provides comprehensive IT business services, including disaster recovery, electronic data backup, business continuity, off-site data protection, and data backup. With more than 500 customers, many organizations depend on GramTel to maintain their solid backup and disaster recovery plans.

### The Situation

To accomplish mission-critical backup and disaster recovery, GramTel needed a combination of methods to ensure customer information is available and protected. For clients requiring the fastest data recovery possible, GramTel needed a reliable solution that could perform quick restores should a server failure or disaster occur.

GramTel's standard backup procedures call for redundant servers to be co-located on data center racks. This arrangement enables GramTel to provide standby servers for normal backups and also assist with real-time replication.

Many of GramTel's customers depend on the company for data integrity to ensure mission-critical operations go uninterrupted. Therefore, many demand more than just typical backup and replication services. To move beyond the norm and exceed expectations for these clients, GramTel sought a proven solution for the image-based disaster recovery portion of their offering.

"All of our solutions are driven by recovery time objective and delivery point objective – the closer we can get to real-time recovery, the better it is for our customers. As part of our data center services, we interview customers and find out what duration of downtime is acceptable," said Steve Robinson, VP of Technical Operations for GramTel. "Most want the minimum, which calls for more advanced disaster recovery plans."

### The Solution

"Many of our customers were telling us that they could only afford to be down for a couple of hours in the event of an IT mishap or data disaster," said Robinson.



"We found that backup imaging technology was an acceptable way to accomplish a recovery that would be suitable to their time constraints."

After evaluating several leading image-based disaster recovery solutions, Robinson decided on UltraBac Software's UBDR Gold for its speed and dependability. The solution would serve as the backbone for GramTel's quickest data recovery service offering known as 'Rapid Recovery.'

"GramTel's Rapid Recovery solutions are an essential element in meeting the various recovery time objectives that are inherent in an enterprise IT environment. Customers that demand the quickest time recoveries often opt for GramTel's Rapid Recovery solutions," said Robinson.

GramTel's typical disaster recovery process for Rapid Recovery works like this: The customer either has an appliance with multiple disks or they designate one of their servers to be the backup. UBDR Gold is set to image the server at a specified time(s) each day and places a copy of the disk's image to the disk of a backup server or virtual machine such as VMware ESX Server. Then UltraBac Software's UltraCopy product is used to copy the image to a GramTel server. Once the data is on GramTel's server it is kept until the next image copy is made. One week differentials are kept as well. Most clients retain two weeks of data images. If a recovery is necessary, GramTel staff can quickly initiate the process using a single UBDR Gold restore CD to recover the data to another server or virtual machine in minutes.

GramTel also opted for additional UltraBac functionality such as the Exchange Agent, UltraBac FTP Device, and Media Library Module. These advanced features give GramTel the flexibility to support virtually any backup and recovery need their clients may have.

Now 30 Hewlett Packard ProLiant servers stand ready for recovery at a moment's notice as a result of running UBDR Gold. Customers that have opted for GramTel's lightning fast Rapid Recovery solutions are charged a monthly or annual fee for the service.

### **The Benefits**

GramTel has been using UltraBac and UBDR Gold for nearly two years. During this time they have performed numerous data restores. While many have been executed for proof of concept and testing for customers, they have always achieved successful recovery results when issues have occurred as well.

"For our customers that need to be up on a 24/7 basis, UBDR Gold allows us to meet that need cost-effectively through our Rapid Recovery offerings.

"One memorable instance when we saved the day for a customer involves a time where we had to do a restore for a client that lost their Exchange database. We loaded a virtual server with an UltraBac image backup, exported what we needed to from Exchange, and got them back up and running within minutes.

"The entire staff at UltraBac Software has been outstanding. Everyone has worked very hard to make sure we have a good experience. This has helped us to provide our customers with a rock-solid disaster recovery option.

"I can say unequivocally that we have had a 100 percent success rate with restores. We feel very, very confident with UBDR Gold at the helm of our Rapid Recovery solutions," concluded Robinson.

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