

## CUSTOMER PROFILE

### A&R Transport

#### Overview

- A&R Transport is a nationwide logistics & trucking company that specializes in bulk dry plastic transport. The company has more than 20 locations across the country. The IT staff selected UltraBac Software to provide image-based disaster recovery to protect their mission critical operations data.

#### Industry

- Logistics
- Trucking

#### Software Products

- Microsoft SQL Server
- Microsoft Exchange Server
- Microsoft Dynamics
- Citrix Presentation Server
- Cisco Unity voice messaging servers
- HP Systems Insight Manager
- McAfee ePolicy Orchestrator

#### Hardware & Other Software

- HP ProLiant servers
- Overland NEO 2000 tape library
- EMC SAN
- Microsoft Enterprise Server

#### UltraBac Software Products

- UltraBac
- UBDR Gold

#### Benefits

- Supports a variety of enterprise level storage devices.
- Dependable disaster recovery and backup solutions.
- UltraBac Software staff support is excellent & quick to respond.
- Rapid restoration of systems in mission critical implementations.

### Data that Keeps on Trucking –

### A&R Transport Depends on UBDR Gold for Disaster Recovery

*"If it's a server that would cause pain to our end-users by not being available and cost countless man-hours to rebuild, you can bet we have UBDR Gold on it."*

- Tim Bowles, Network Administrator  
A&R Transport

### The Challenge

Based in Chicago, Illinois, A&R Transport is a leading shipping and trucking company that specializes in bulk plastics transportation, packaging, distribution, and logistics. The company was started in 1970 as primarily a liquid bulk operation and, in the late seventies, transitioned into a bulk plastics logistics operation. Through the innovative design of equipment as well as their ability to stay one step ahead of the competition, A&R has now grown and prospered to become a leader in the transportation of dry bulk plastics. Today A&R has a nationwide distribution network of more than 20 trucking terminals and warehouses that include modern facilities and equipment.

Operations for such a large organization necessitate a large IT infrastructure with a robust and dependable data center. A&R wanted to find a company to provide reliable software to keep their information systems running smoothly, as well as one that has the same commitment to customer service as they do.

### The Situation

A&R Transport's data center is the backbone of the company's IT operations. The center supports more than 200 PCs, with 50 servers running several mission critical applications. Server applications include Microsoft SQL Server, Citrix Presentation Server, Microsoft Exchange Server, key domain controllers, a central antivirus server, and several Cisco Unity voice messaging servers.

These servers make daily operations possible for A&R Transport. Losing any or all of the data would be detrimental to business. The IT staff decided several years ago that it was essential to implement a comprehensive solution to prevent downtime and data disasters. It became their top priority to find this software.

A&R Transport IT staff wanted a solution that could restore a server in the least amount of time possible, so they began to evaluate image-based disaster recovery options. Several products were tested based on recovery time and dependability – one stood out above the rest.

### The Solution

At the end of a thorough due diligence process, the IT staff at A&R Transport chose UBDR Gold from UltraBac Software. "After evaluating several solutions, we called our managers in to demonstrate the one we had selected," said Tim Bowles, Network Administrator for A&R Transport. "We intentionally took a test server

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### UltraBac Software Advantages

- A comprehensive solution for image-based backups.
- Highly dependable solution.
- Dissimilar hardware restore capability.
- Superior customer service.



down and demonstrated to our supervisors how quickly it could be recovered with UBDR Gold. In a matter of minutes we had the server fully restored and that sealed the deal.

"Now we basically have UBDR Gold on everything that we don't want to rebuild from scratch. Any server which might negatively impact us, or cause issues by being down, is safely backed up with the solution. UBDR Gold automatically creates an image of each protected server on a regular basis.

"We use UBDR Gold's built-in scheduler to kick-off two nightly jobs that, together, initiate the backup of every critical server in the data center. The first job covers the servers that do not utilize any other backup procedure. The second job creates an image-based backup of the email servers and the file-by-file backup server. This redundancy is crucial in making our data center rock-solid in the event of a data loss. All of the backup images are written to an array of SATA drives on our fiber-

based EMC SAN and duplicated to our Overland NEO 2000 tape library," said Bowles.

A&R Transport staff removes the backup tapes from the dual tape unit on a weekly basis, securing them 15 miles away in an offsite fireproof safe. This comprehensive disaster recovery plan helps ensure peace of mind with that, in the event a data failure does occur, the staff knows they have the means to recover quickly and easily.

### The Benefits

A&R Transport has been using UBDR Gold for over three years. All servers & mission critical server-based applications are backed up with UBDR Gold on a daily basis, providing complete data protection in the event of a disaster.

When asked if UBDR Gold has ever saved the day, Bowles commented that fortunately A&R Transport has not had many data disasters, but said UBDR Gold has been an integral part of daily data center operations in several ways. He also cited one occasion where UBDR Gold was particularly useful.

"About two years ago our core database server had a hardware issue where it kept rebooting itself intermittently for no apparent reason. The server vendor dispatched a technician in person and replaced the part that they thought was causing the problem. It worked fine for one night but, in the morning when database loads kicked in, the issue started again. The last time the server rebooted itself a key database would not mount because the issue had corrupted it. The technician tried again but could not resolve the issue to our satisfaction.

"At this point we had lost at least 24 hours trying to resolve the issue. That's when we changed strategies and decided to restore the server from the last good image backup using UBDR Gold. The new server we had available was not an exact hardware match and at that time no vendor supported dissimilar hardware restores. We invoked the assistance of UltraBac Software technical support to see if there was anything we could do. Once we made the call, their tech support team guided us through the steps of how to do a repair installation of the OS to support the new hardware. We were back up and running in only a couple of hours. Now that UBDR Gold has led the market by supporting dissimilar hardware, a similar recovery today takes us about 15 minutes."

Bowles summed up his experience with UBDR Gold by saying, "I look at it like this — how many hours would I have to spend rebuilding an unprotected server? If it's a server that would cause pain to our end-users by not being available and would cost us countless man-hours to rebuild, you can bet we have UBDR Gold on it."

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