ULTRABAC
SOFTWARE

Builders FirstSource

Overview
- Builders FirstSource provides professional class building materials and services to the country's homebuilders on a national basis.

Industry
- Building Supply
- Logistics

Hardware
- HP Servers Running Intel
- LTO Tape Autoloader: Quantum SuperLoader 3
- AIT Drives: Sony AIT-2, AIT-3
- NAS: Custom Built to Specifications

UltraBac Software Products
- UltraBac
- UBDR Pro
- UBDR Gold
- Exchange, SQL Server, and Oracle Agents

Other Software
- Windows Server 2000 & 2003
- Oracle
- VMware Virtual Server Machines

Benefits
- Complete system state restorable in minutes, as opposed to hours with tape.
- Single backup solution for all needs.
- Easy ability to restore remote servers.
- Centralized backups for data center.

Builders FirstSource

Building a Better Data Center
"All of the features that UltraBac provides to us are invaluable."

- Evan Anderson, System Administrator
  Builders FirstSource

The Challenge

Builders FirstSource is a leading supplier of structural building materials to homebuilders. The company's key to success is being able to give personal attention to the local builders' job sites and also provide them with benefits that can only be offered by a large, national competitor. Builders FirstSource's goal is to provide outstanding products and services to every customer, regardless of size. As a $2 billion company, Builders FirstSource can offer its customers market-leading products and services smaller competitors struggle to match. The company has approximately 100 locations in 11 states.

Managing the IT infrastructure required to run Builders FirstSource is a task not taken lightly. Information from all aspects of the business, including financial, human resources, inventory, suppliers, etc. is contained throughout the network. Securing this dispersed data from a loss or disaster was of utmost importance.

The Situation

As a leading organization in a competitive market, Builders FirstSource makes use of the latest technology in its operations to stay ahead. The IT department serves 5000 employees using more than 3000 PCs which are networked to 81 Windows based servers. The company is growing and recently centralized all of its mission critical information to a central data center in Dallas, Texas.

The data center alone has approximately 45 Windows servers. These servers are accessed by employees company-wide to obtain information needed for daily operations. File servers are also located in the various Builders FirstSource field offices across the central and eastern United States.

As a System Administrator for Builders FirstSource, Evan Anderson is responsible for ensuring that a comprehensive data backup and recovery plan is in place. The company had been using an older version of UltraBac and other backup solutions for many of its servers. During the move to centralize all corporate data into one data center, it was made evident that the company needed to re-evaluate and expand its backup and disaster recovery procedures.

The Solution

Builders FirstSource has been an UltraBac customer for several years so, when the company decided to expand its data security solutions, it naturally looked to UltraBac Software to provide the latest technology. A comprehensive file-by-file and image backup plan was proposed, and the organization licensed UltraBac and UBDR Gold on all servers in its data center as well as its operational locations.

In the data center, UBDR Gold is imaging both the system and the data drives of all Windows servers to a custom built NAS (Network Attached Storage) device. One of the servers has a Quantum SuperLoader LTO-3 autoloader attached, which receives the nightly image backups. The staff keeps the most recent two days of backed up data on the NAS. Backup tapes with data older than two days are picked up and stored off site via Iron Mountain, a company specializing in secure data storage.

UltraBac backs up data in every field office by imaging each server's system drive to a dedicated data drive. The data drive (including the UltraBac backup file) is then sent to tape.

The Benefits

Anderson summed up the benefits of using UltraBac and UBDR Gold by saying, "If we need to restore the system drive, we just boot up, mount the data drive, and restore. We have many servers that are file servers, so we enabled UltraBac's file-by-file backup option on them. If users accidentally delete files, we can restore them easily and remotely without dealing with tapes."

The solution has also allowed the company to further standardize its processes by eliminating previous backups that were driven by other uncoordinated methods.

"UltraBac not only allows us to remotely restore files, but even full servers. With our network attached KVM, we can reboot servers, boot UBDR Gold, restore an image, and have the machine up and running without ever having to go directly to the data center.

"UltraBac has also cut down on costs, requiring only one tape drive for all of the Windows servers in the data center, as opposed to one per server. Tape cost would also be a factor but, with UltraBac, there are no per-server tapes to purchase. We've also notably reduced our number of man-hours since our tape swapping is now centralized whereas before we had to physically change tapes on every server," concluded Anderson.