



# Backup Express

## Success Story: Zurich Insurance Services, Inc.

### Zurich Insurance Services Experiences the Reliability and Performance Advantages of Backup Express

#### Organizational Profile

- Privately held corporation in Jacksonville, Florida
- Provides insurance protection to meet the needs of a variety of businesses

#### Business Needs

- Protect mission-critical data
- Back up as much as 400 gigabytes of data
- Restore Active Directory
- Speed up backups and improve performance

#### Environment

- 25 Windows servers
- Overland robotic tape library with 10 tape slots

#### Benefits

- Fast backups completed well within daily windows
- Restored Active Directory successfully
- Provides fast, reliable restores
- Completed successful disaster recovery test

*"We are protecting mission-critical data and now we have the confidence that we've got a good backup."*

Michael Powell  
Network Administrator  
Zurich Insurance Services, Inc.

#### The Challenge:

In the insurance field, customers must feel confident that they are being fully protected by the policies that they purchase. Zurich's small business division has a long history of providing insurance protection to meet the unique needs of a variety of businesses. Zurich Insurance Services, Inc. (ZIS) is a privately held corporation in Jacksonville, Florida that offers builders' risk program management, marketing support and other administrative services through a strategic partnership with Zurich's small business division. Specializing in long-term, cost efficient solutions that support Zurich's strategic plans, ZIS provides services to nine business units and five Zurich Financial Services Group member companies. Network Administrator Michael Powell is charged with the task of backing up data from 25 servers; 22 run Windows 2000 and the remaining three utilize Windows NT at ZIS. Most of the servers are Compaq DL380s but there are also Power Workstations that are set up as servers. An Overland robotic tape library with 10 tape slots is used to store the backup data.

While it may sound like a relatively simple environment, Powell was experiencing several problems with the backup procedures. He explains, "We were having a lot of trouble with disaster recovery when trying to restore Active Directory using our previous backup software. Performance was also an issue. We had to continually relicense and reinstall the agents, which was really a hassle because when that would happen, the backup would go even slower. That was one of the reasons why I think we had such a long window with our backup. Having to relicense 25 different servers and reinstall the agents every couple of weeks was a big annoyance. Another problem this caused was that when we reinstalled the agents, we had to reboot our server, which couldn't be done during work hours."

#### The Solution:

When ZIS made the decision to find a new backup solution, they tested four different backup products. Powell adds, "With each product, we wanted to know if we could get our data back; would we be able to restore our environment if we were ever to have a disaster here? We found that Backup Express from Syncsort Incorporated was really the only one that restored Active Directory successfully. That was one of the biggest reasons why we went with Backup Express."

As part of the current backup strategy, Powell runs differentials from Monday through Thursday, and then the full backup on Friday. "For both the differentials and fulls, we do two separate backups that run at the same time. We back up all of our Notes databases in one job and all of our NT servers in another job. The full backup of 400 gigabytes takes about 13 hours. The NT servers take 13 hours while the Notes backup runs about 9½. We start them



# Backup Express

## Success Story: Zurich Insurance Services, Inc.



both at around 8:00 pm on Friday and they finish around 9:00 am Saturday morning. Our previous backup system would take until mid-Sunday to finish.”

“The differentials are started at 8:00 pm and must complete by 7:30 the next morning,” Powell adds. “The NT backup averages around 15 gigabytes while the Notes backup is approximately 200 gigabytes. Using Backup Express, the differentials take six hours; the NT backup is two hours and the Notes backup runs for six hours.” The data is stored on LTO-2 tapes. The differentials are kept for seven days while the full backups are saved for 35 days.

### The Benefits:

Every year, ZIS also conducts a disaster recovery test in which they examine the effectiveness of their current backup strategy. Powell adds, “We go out of town and attempt to recreate our environment. In our last disaster recovery test, we used Backup Express for the first time and it was successful. In fact, this was the first successful disaster recovery test that we’ve had.”

By making the switch to Backup Express, Powell now has confidence in his backup strategy. “We are protecting mission-critical data and now we have the confidence that we’ve got a good backup. There were times in the past with our previous backup solution where when we tried to restore a file, it wouldn’t be on the tape and we never received an error message that the file wasn’t backed up. The few times that I’ve had to do a restore using Backup Express, we’ve been able to get the file. We now have the reliability, confidence and the peace of mind knowing that we have those files on tape.”

### About Backup Express:

Backup Express is a high-performance enterprise data protection solution with innovative technology and manageability for UNIX, Windows, Linux and NetWare environments. Backup Express is the only solution that integrates heterogeneous snapshot, image and rapid recovery options, supports any combination of UNIX, Windows, NetWare, Linux and NDMP/NAS in a SAN, performs backup of all data directly across the fibre network, dynamically shares all drives, supports all NDMP incrementals, and controls this entire enterprise environment with a single catalog and browser-based GUI. Backup Express’s distributed architecture allows it to utilize any storage device in the network regardless of platform. For more information, call 201-930-8200 or visit [www.syncsort.com](http://www.syncsort.com).