

## SUCCESS STORY

### *Leading Credit Union Banks on Overland's High-Performance REO and NEO to Deliver Superior Financial Services*

#### CHALLENGES

- ▶ *Cumbersome, inaccurate backups*
- ▶ *Growing need to comply with federal and state regulations*
- ▶ *Nightly backups encroached into daily production environment at six branch locations*
- ▶ *Need to "baby-sit" backups added substantial administrative time and costs*

#### THE SOLUTION

*REO 4000 and NEO 4100*

#### BENEFITS

- ▶ *Administrative time and costs slashed by approximately 75 percent*
- ▶ *Window for full backups shrank from 10 days to 3-4 hours*
- ▶ *Scalable D2D2T solution meets current needs and accommodates future requirements*
- ▶ *Realized immediate return on investment when a critical restore took about two minutes*

#### RESELLER

*Digital Data Solutions,  
[www.digitaldata.cc](http://www.digitaldata.cc)*

The Southern Federal Credit Union (TSFCU) was formed in 1963 to help a group of Federal Aviation Administration employees secure more competitive financial services. Over the years, TSFCU has expanded its charter, growing to serve more than 22,000 members and more than 190 employee groups throughout the southern crescent metropolitan Atlanta, including the National Weather Service, Chick-Fil-A and the Southeastern region of the Federal Bureau of Prisons. Headquartered in Fayetteville, TSFCU operates full-service branches in six locations.

According to David Gill, network administrator for TSFCU, leading-edge technologies play a pivotal role in keeping the credit union's mission-critical business environment up and running. Gill is part of a three-person team that oversees IT operations while maintaining a mid-range HP system running core financial applications, 100 end-user workstations with a full suite of desktop applications, as well as eight domain servers and ten application servers holding up to two terabytes of essential information.

"Our goal is to preserve all critical data while ensuring complete audit compliance," says Gill. "Conducting regular backups is an essential task that cannot be overlooked." Still, TSFCU's technology team struggled to keep up with nightly backups of each tape drive attached to its various servers, especially as data continued to grow about 20 percent annually. When the team learned that HP was phasing out its HP 3000 platform, TSFCU decided to

deploy a high-performance HP 9000 Unix-based system in its place. The IT team also seized the opportunity to reinforce its overall backup and recovery strategies.

#### THE CHALLENGE

One of the first problems the team had uncovered was that nightly incremental backups were encroaching into the production environment. "Clearly we couldn't do backups during the day - but managing the time-consuming effort starting at 8:00 p.m. each night became a huge problem, both at our headquarters and our branch offices," recalls Gill.

To alleviate the strain, the team was forced to back up only the most critical data on a regular basis. "Babysitting the backups became a dreaded job," says Gill. "And restores exacerbated our problems. It was actually harder to pull a file off a tape than to make the tape in the first place. It got to a point where we crossed our fingers and hoped for the best."

In response, the team accelerated the evaluation of newer, more robust and reliable backup and recovery solutions. During the first quarter of 2004, they readied the organization for the HP 9000 upgrade and migration from the older MPE/iX operating system to a Unix host environment. At

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Daid Gill

Network Administrator, TSFCU



the same time, they solicited the assistance of Digital Data Solutions, a Suwanee, Ga.-based storage solutions provider for guidance on overhauling their storage platform.

## THE SOLUTION

Since TSFCU's tech team knew they wanted a tape-based solution, they developed a short-list of solution providers, including HP, Dell and Overland Storage. "We thought of Overland as the 'backup people', explains Gill. "Based on their stellar industry reputation, we decided to take a much closer look at Overland's products."

TSFCU was interested in Overland's NEO 4100, the most compact model of the NEO 4000™ mid-range libraries. To showcase its ease of use and straightforward operation, Paul Hamilton from Digital Data Solutions demonstrated a live SCSI backup with the NEO 4100 and NetVault software from BakBone. "We were sold after seeing how easy, powerful and compatible the BakBone software and Overland hardware really were," recalls Gill.

NEO's LiveSwap™ tape drives and removable, redundant power supplies offered TSFCU the additional flexibility to remove and/or replace components without bringing down the library. Another deciding factor: the opportunity to upgrade to Linear Tape-Open (LTO) technology to increase speed and capacity while lowering backup and restore times.

While TSFCU was initially interested in a tape library solution, Digital Data Solutions' Hamilton leveraged the opportunity to introduce the team to Overland's REO 4000™

disk-based backup and recovery appliance. TSFCU was struck by the speed of disk-to-disk (D2D) backup and recovery in addition to how well the REO complemented the NEO tape library. "With REO, we could accelerate both backup and recovery while adding a higher level of data availability," says Gill.

"Together, Overland's REO and NEO are the perfect combination for highly efficient disk-to-disk-to-tape (D2D2T) operations that provide optimal data protection at a really appealing price point."

The Overland NEO/REO installations were straightforward and trouble-free. "The hardware required no additional tweaking or customization," adds Gill. "Set-up was a breeze. In no time, we were able to point, click and ship data to either the REO for expedited D2D backup or the NEO for longer-term tape archival."

## THE BENEFITS

Early on, TSFCU put its new backup and recovery solution to the ultimate test when one of its key SQL databases became corrupted and needed to be restored immediately. "Using NetVault and REO, we were able to restore our data in about two minutes," says Gill. "Both products basically paid for themselves with the nearly instantaneous restoration of this critical database. Previously, this process would have taken us far too much time and resources-and still might not have worked successfully."

Gill estimates Overland's D2D2T solution has cut TSFCU's overall administrative time and costs by nearly 75 percent. "Life is so much easier with the Overland products in

place," Gill notes. "We take advantage of REO to accomplish blazing fast backups of six servers simultaneously." Prior to implementing the NEO/REO combination, it took 10 days of nightly, incremental processes to backup 10 servers. Now, TSFCU can back up all the servers in a three-to-four hour window. TSFCU has also benefited from the ease with which disk-to-tape transfers can be accomplished. "Since REO treats our data as one big file, there is no lag time whatsoever when moving data over to the tape library," Gill explains.

With no downtime to date, the team credits Overland with transforming its backup and recovery efforts into a highly effective and productive operation. "It would have been virtually impossible to streamline backup and recovery while slashing our administrative costs without the Overland REO/NEO solution." As TSFCU continues its organizational-wide Unix migration, the IT team expects an ongoing rise in data but remains confident that the REO/NEO platform will meet both the company's immediate as well as future backup and recovery requirements. "We can add another REO or NEO easily if demand dictates it," concludes Gill. "We believe this is the most high-value combined solution on the market, with lots of capacity and room for us to grow." ○



## About Overland Storage

For almost 25 years, Overland Storage has delivered world-class data protection solutions designed to ensure business continuity. Focused on backup and recovery, Overland's data protection solutions include the REO™ family of disk-based backup and recovery appliances and the

award-winning NEO SERIES® of tape libraries. Overland sells its products worldwide through leading OEMs, commercial distributors, storage integrators and value-added resellers. For more information, visit Overland's Web site at [www.overlandstorage.com](http://www.overlandstorage.com).

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