



# RIVERSIDE TRANSIT AGENCY

## SUCCESS STORY

*Public transit agency uses the Neo Series™ tape library to decrease backup time, centralize data and provide scalability*

> *“Out of all the products we evaluated, Overland's was the only one to meet all of our requirements and more. Overland offers a complete storage solution that is hard to compete with for the price and service.”*

- Rick Kaczerowski  
Director, IT  
Riverside Transit Agency

### BACKGROUND

Transit agencies are under tremendous pressure to be prompt and provide a safe avenue for travel. Riverside Transit Agency (RTA) in Riverside, Calif. transports more than 7 million passengers a year, and has the second largest service area in the nation covered by one transit system. It completed its first route in 1977 with a fleet of 26 buses covering a span of 300 square miles. Since then, its coverage area has expanded to 2,500 square miles and its fleet of buses, including Dial-A-Ride, has grown to 260. RTA also offers 40 fixed bus routes and Dial-A-Ride service for seniors and persons with disabilities.

### CHALLENGE

RTA strives to keep up with the demand of providing an on-time safe haven vehicle to transport passengers. In 2002, RTA went through a growth spurt that caused the agency to evaluate its current backup process. It concluded that its current system was not efficient.

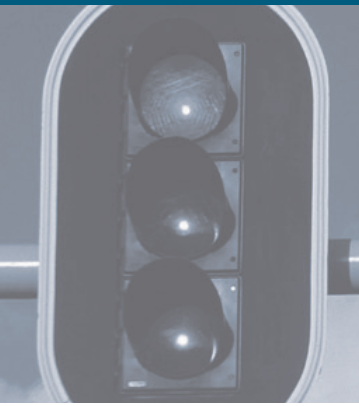
The agency used individual DDS 2, 3 and 4 drives connected to four servers in two different locations. The storage capacity of the DDS system inhibited the

agency's backup procedure mainly because it required four new tapes each day, five days a week for a total of 20 tapes a week. All four servers were in different locations, further making data backup a tedious and cumbersome process. Because of RTA's rapid growth, the DDS system could not back up all of the data, which put RTA in a vulnerable situation should a natural disaster or man-made catastrophe occur.

RTA also had a challenge with its backup software because it ran different versions of Novell in a Microsoft backup environment.

### SOLUTION

Rick Kaczerowski, RTA's director of information technology, met with Teri Sharp of GigaTrend, a VAR integrator located in Carlsbad, Calif. Rick explained to Teri that he needed a solution to decrease the agency's backup time, ensure a smooth and professional backup process, provide scalability for growth needs and centralize its backup. He wanted to change from the school of thought that one big server could accomplish all of the agency's needs. Teri provided a handful of options, and



the Overland Storage Neo Series™ 2000 stood out above the rest. The Neo 2000 offered not only the capacity RTA sought, but also among the industry's best ratings for performance speed and backup.

"Out of all the products we evaluated, Overland's was the only one to meet all of our requirements and more," Rick said. "Overland offers a complete storage solution that is hard to compete with for the price and service."

Regarding the backup software dilemma, Rick opted for BakBone's backup software, NetVault. NetVault operates on its designated backup server to manage the Neo Series library.

Neo 2000 simplifies the process due to the storage bandwidth that the IT team can now load onto one tape. Though RTA's data storage requirements have doubled in the past year, the agency hasn't run out of space thanks to the scalability of the Neo 2000. And when they do need to add another library, they can do so without disrupting their current backup process.

## RESULTS

Since it selected and implemented Overland's Neo Series 2000 tape library, RTA has grown from four servers to nine, one of which is the designated backup server. Since installing the Neo 2000, the time required to backup one server has decreased from six to only two hours. With this new backup procedure in place, RTA's IT team can meet all of its storage needs from one central location via a wide area network (WAN).

RTA no longer has a cumbersome process of changing tapes daily. The

### WORLDWIDE HEADQUARTERS

4820 Overland Avenue  
San Diego, CA 92123 USA  
TEL 1-800-729-8725  
1-858-571-5555  
FAX 1-858-571-3664  
EMAIL [sales@overlandstorage.com](mailto:sales@overlandstorage.com)

### UNITED KINGDOM (EMEA OFFICE)

Overland House, Ashville Way  
Wokingham, Berkshire  
RG41 2PL England  
TEL +44 (0) 118-9898000  
FAX +44 (0) 118-9891897  
EMAIL [europe@overlandstorage.com](mailto:europe@overlandstorage.com)

### FRANCE OFFICE

13 rue Camille Desmoulins  
92441 Issy les Moulineaux Cedex  
France  
TEL +33 (0) 1 58 04 25 50  
FAX +33 (0) 1 58 04 26 36  
EMAIL [europe@overlandstorage.com](mailto:europe@overlandstorage.com)

### GERMANY OFFICE

Humboldtstr. 12  
85609 Dornach Germany  
TEL +49-89-94490-214  
FAX +49-89-94490-414  
EMAIL [europe@overlandstorage.com](mailto:europe@overlandstorage.com)

### ASIA PACIFIC REP. OFFICE

30 Robertson Quay, #02-10  
Singapore, 238251  
TEL 65-6839-3510  
FAX 65-6738-3008  
EMAIL [asia@overlandstorage.com](mailto:asia@overlandstorage.com)

[WWW.OVERLANDSTORAGE.COM](http://WWW.OVERLANDSTORAGE.COM)