

CIVILIAN-MILITARY PUBLIC WORKS ORGANIZATION DEFENDS HIGH-VALUE GOVERNMENT DATA WITH LIVEBACKUP®

► Problem

- The District needed to protect over 6TB of high-value engineering data spread across 1,000 workstations, many of which are mobile and connect to the internet only intermittently through slow connections.

► Goals

- Provide real-time backups
- Allow District personnel to continue to use inexpensive workstation storage
- Provide support and data protection even at remote job sites
- Eliminate productivity disruptions associated with prior backup solutions

► Results

- 1,000 District workstations are protected in real-time
- High-value government data is now protected
- Resolution time for help desk tickets has decreased
- Users perform autonomous data recoveries, averaging three each day

"LiveBackup makes our district more responsive to the nation by providing our employees with self-service recovery of valuable data," said Jon Conwell, IT project manager for US Army Corps of Engineers, Huntington District.



2465 E. Bayshore Road, Suite 400
Palo Alto, CA 94303

www.atempo.com
info@atempo.com

Organization

Today, in addition to their more traditional roles in flood control and navigation, the US Army Corps of Engineers, Huntington District, is involved in a broad spectrum of engineering and engineer support activities. The organization supports activities which include acquisition, construction, and contract management; relocating business districts; designing and constructing sewage treatment plants; planning, designing and constructing river-front parks.

The Challenge

The Huntington District has over 1,000 employees which includes several hundred field engineers with laptops. They also have vulnerable corporate data at 55 small remote regional field sites. The data they gather is invaluable and irreplaceable.

Garnered from web research, the Huntington District always suspected that as much as 75% of its most valuable asset, corporate data, could be located on unprotected workstations. Using TSCensus, the Huntington District ran an inventory report of disk space utilization on all their workstation class machines. The report revealed that an astonishing 8.67 TB of disk space was utilized. After subtraction for the standard OS image, 6 TB of potential corporate data remained, 4 times the amount of data on their 40-plus servers combined! The report also showed a whopping 24 TB of IDE disk space sat free on workstations.

Characteristics of Huntington District's Environment

Servers (2):

- Hewlett-Packard DL380 (Generation 3) 2x Xeon 2.8GHz 4GB RAM, 5i RAID Controllers
- Windows Server 2003, SQL 2000 Enterprise Edition
- 10TB SATA RAID 5 Storage Array (shared by both servers)

The Solution

The Huntington District chose Atempo's LiveBackup because it had the required real-time backup, disaster recovery, multi-file version backups, redundant file elimination and data compression features. The real-time backups cut down on the network band-

width saturation and overhead. It also prevented the reoccurring problem with rebooting the machine in order to get the backup process to stop so that daily user work could resume. The Disaster recovery feature allowed the Huntington District to build an image after a machine crashed, and rebuild that machine to the exact state before the failure. In addition, saved data could be backed up to a database, MS SQL Server, not to raw disk space with a file level plug-in. This gives the administrator easy backup and restore access with searching capabilities.

With LiveBackup, the Huntington District began to transparently move unprotected corporate data to the backup servers based on administrator-driven mandatory policies and procedures. Further, with real-time backups, there was no longer a concern that backups would not complete within the backup window.

Results

Huntington District was able to roll out LiveBackup to their entire staff of 1,000 users in just a bit more than one month. Here is what end-user Lee Oxley had to say, "I kept having trouble with Groove on my local system. All of the data was garbage, so I used LiveBackup. The recovery of the data was smooth and simple. I am now running Groove again with no application errors." Jon Conwell restored a custom icon in minutes that took 2 hours to research and configure. Engineer Ted Hamb said, "This is the smartest thing IM [Information Management] ever did."

Using Atempo's LiveBackup, the Huntington District was able to:

- Protect high-value laptop and desktop data.
- Support personnel even when they are at work sites.
- Leverage inexpensive IDE storage found on laptops and desktops.
- Increase the level of service offered by the help-desk and decrease ticket resolution time.



US Army Corps
of Engineers
Huntington District