



## Case Study:

# EVault Software Helps Mohawk College Automate and Centralize Its Backup and Recovery Management

### CUSTOMER SNAPSHOT

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#### NAME

Mohawk College

#### LINE OF BUSINESS

Education

#### LOCATION

Hamilton, Ontario with four additional campuses in the province

#### PRODUCT

EVault Software

#### CONFIGURATION

40 servers (Windows and HP-UX), 10 megabit ATM network

#### CAPACITY

1.7TB

#### GOAL

Automate and centralize backup process across five campuses

#### RESULTS

Centralized management of backups, significantly easier and faster restores

Mohawk College maintains five campuses in southwestern Ontario, Canada with more than 10,000 full-time students. Its IT staff manages the technical infrastructure that supports students and more than 800 full-time faculty and staff.

Data volumes at Mohawk College had reached more than 1.7TB of data and were distributed across more than 40 servers and were growing quickly. Providing optimum data accessibility was getting increasingly difficult, since the IT staff lacked confidence that their tape-based backup system had the resiliency to recover from an extended outage.

“With our IT staff and data spread across five campuses, we were looking for a backup solution that we could centrally manage,” recalls Eric Buttrum, an IT administrator at the college’s main campus in Hamilton, Ontario.

Mohawk IT staff also wanted to reduce management costs by automating processes associated with backup and recovery. For example, each night at the Hamilton campus, a night-time staff member would administer the server backups and then would keep a manual catalog of the LTO tape media in order to determine which tape backed up which server. Overall, this task took more than two hours per day to complete.

An even more troubling result of manually conducted tape backups was the added time and process associated with conducting file, folder or directory restores. For example, if someone needed a file restored, they wanted it done in minutes—not hours.

“With our previous tape backup solution, even if a tape is properly catalogued and the tape reads properly, it was going to take significantly longer because of the serial nature of reading data off tape,” says Buttrum. “When you factor in the additional manual steps associated with mail server restores, for example, email restores could take even longer.”

Because of the amount of data Mohawk College needed to protect, coupled with those manual processes associated with their previous tape-based backup, Buttrum estimated it used to take about 2.5 hours each day to back up. Looking to automate these data protection processes and centralize management, Mohawk’s IT group selected EVault Software for online backup and recovery.

The software’s highly sophisticated encryption and compression technologies, combined with an overall ease of use, provided rapid improvement to Mohawk’s data protection processes in terms of automating backup and recovery and security, as well as improved data restore speeds.

With software agents supporting the Windows and HP-UX servers within the college's IT environment, installing EVault Software immediately enabled IT staff to automate and centralize the management of backup processes from servers located at other campuses to a primary storage device (electronic vault) at its Fennell campus in Hamilton. At times designated by IT staff, EVault Software agents "wake up" and scan for files to be backed up that have been created or modified since the previous backup. As part of the software, EVault DeltaPro™ technology then takes those altered data blocks (or "deltas") and then compresses and encrypts the information before it is transmitted to the electronic vault.

EVault DeltaPro alleviated the other key concern about centralizing their backups: Having enough bandwidth to send data from the remote servers over the college's WAN to the electronic vault within the required backup window. The ability to back up only new and altered files since the previous backup meant significantly less data was being sent "over the wire" than if full or incremental-style backup methodology was utilized.

Within its infrastructure, Mohawk had more than 40 servers, each with different backup tasks and retention schedules. As part of automating the backup process, IT staff found EVault Software easy to use when configuring the backup tasks of all the servers, and using EVault CentralControl, administrators could even set this up remotely.

That ease of use and configuration also resulted in satisfying a key criterion, which was to be able to conduct easier and faster restores. No longer did administrators have to sift through boxes for backup tapes or go onsite to another campus in order to conduct a restore. With EVault Software, routine file restores are easy to administer and a very timely life-saver to those directly impacted by data loss. Overall, Buttrum estimates that the amount of time that was being spent on backup today is closer to 10 minutes—instead of two hours—per day.

"Recently, we had a call come in where a Windows directory got wiped out," Buttrum recalled. "Within 15 minutes, it was back up and available. He was very surprised when we called back that soon and told him the restore was completed. With EVault Software, our confidence in our backup and recovery processes has increased dramatically."

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Eric Buttrum  
Mohawk College

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