CUSTOMER SUCCESS

# Clarke Power Services, Inc.

## Clarke Power Services Faces IT's Darkest Hour But Recovers 100 Percent of Servers with Veritas Backup Exec

Nine days into dealing with a failed SAN, the IT team at Clarke Power Services, Inc. was one button push from an even worse outcome. If servers couldn't be recovered, business damage would multiply quickly. But Veritas Backup Exec restored the company's 50-plus servers on the first try, in about 15 minutes each. And Veritas Enterprise Vault is reclaiming as many as 5,000 hours per year in productivity by eliminating mailbox size quotas. Clarke Power Services has come back strong, and is growing.



**CLARKE** POWER SERVICES, INC.

### Organization profile
**Website:** www.clarkepsi.com
**Industry:** Transportation
**Headquarters:** Cincinnati, Ohio
**Employees:** 800

### Key challenges
Clarke Power Services faced major business disruption from corrupted SAN drives, resulting in an outage that had lasted nine days and threatened to go longer.

### Solution
The company turned to Veritas Backup Exec™ to recover its servers and key data.

### Benefits
Backup and recovery
- 100% recovery success for more than 50 virtual and physical servers during major outage
- 100% successful backups and recoveries with less than an hour per week of administration
- Recoveries in minutes rather than hours with granular recovery capabilities

Email archiving
- Hundreds of PST files indexed, archived, and removed from network, reducing risk
- Estimated 700 gigabytes of email storage space reclaimed by deduplication and compression
- Projected 5,000 hours per year of employee productivity reclaimed by eliminating mailbox size quotas*
- Archive searches in minutes rather than hours or days

## Your basic IT nightmare

It was kind of the call that no one in IT wants to get. Randy Gilman, Manager, Information Technology for Clarke Power Services, Inc., answered his phone one Sunday about a year ago. "We're having some problems," said an IT team colleague, who was converting all disks on the company's SAN to the latest version of VMware during an upgrade.

Gilman hurried in to work. "We thought it was just some problems with the Exchange server," Gilman recalls. "But as we worked through it, other problems came up."

The company's SAN was down. "We could tell that the SAN was corrupted, and we couldn't really pinpoint where that corruption was," Gilman says. Access to data was lost. The 800 employees in Clarke's three lines of business, truck repair, power generation, and fire pump manufacturing, had to revert back to paper tickets and manual processes at more than 30 locations.

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Randy Gilman, Manager
Information Technology
Clarke Power Services, Inc.

Clarke's old SAN would have to be replaced with a new HP 3PAR storage array, which needed to be ordered and delivered and deployed with a careful step-by-step process that enables its warranty to be in full effect.

IT services are often taken for granted until there's a crisis. Then the IT team gets widespread attention, and the spotlight is hot.

### Little sleep, many steps

Gilman and team migrated data onto an HP P2000 array as a temporary fix. "That bought us some time," Gilman says. But things weren't going easily for the eight-person IT team. "We were sleep-deprived for nine days," Gilman recalls. "We were up for as many as 36 hours at a time before getting a couple hours' sleep and going back at it."

Once the 3PAR was in place, the team could try restoring the company's VMware virtual machines from their direct-to-tape backups. "When you're down for nine days with storage issues, not many people expect you will recover," says Gilman. "We were cringing thinking about where we might be when the whole thing settles."

### The turning point

Clarke had been using Veritas Backup Exec™ software for nearly a decade, and Gilman pressed the button to recover the first server from tape. If the backed-up server images couldn't be recovered, the rebuilding phase might take many days more.

They came right back. "We were able to restore entire VMDK files in a matter of minutes—maybe 15 minutes for the average server," says Gilman. "Backup Exec really helped us out. It was incredible."

All 50 VMs were restored on the first try, including the company's critical ApplicationXtender document management system. "Our HR and accounting teams really depend on ApplicationXtender because it handles workflow and invoice processing," says Gilman.

"That one has so much data. I had to make one change in the application for a new VMware license, and we were up and running."

### Easy upgrade to Backup Exec 2014

Pleased with the way that Backup Exec 2010 had come through, Clarke kept using it, preferring its interface to the revised interface in Backup Exec 2012. Then Gilman read enthusiastic reviews about Backup Exec 2014, and the company decided to get it. "The upgrade went very well," says Gilman. "It was very smooth, with no problems."

Gilman's experience with Backup Exec 2014 confirmed the reviews. "The backup jobs are laid out in a clean way that's especially easy to work with," he says. "You can scroll down and see anything you need to do at a glance." The team also appreciates that the upgrade provides backup support for Windows Server 2012, Microsoft Exchange 2013, and SharePoint 2013.

### Technology environment
- Server platform: Windows Server 2012, 2008, and 2003 running on 49 VMware 5.1 virtual machines hosted on 5 HP physical servers
- Applications: Citrix XenDesktop, EMC ApplicationXtender
- Databases: Microsoft SQL Server
- Storage: HP 3PAR
- Tape library: HP StoreEver MSL4048

### Solutions
- Veritas Backup Exec™ software
  - Agent for Applications and Databases
- Veritas Enterprise Vault™ with
  - Microsoft Exchange Journaling
  - Microsoft Exchange Mailbox Archiving

### Services
- Veritas Essential Support Services

### Veritas Silver Partner
- Logicalis (www.us.logicalis.com)
  - Veritas Competencies (Principal): Archiving, Dynamic Storage and Continuity, Endpoint Security, Enterprise Backup and Recovery, Mid-Market Backup and Recovery

Another reason why the end user was ecstatic was that he had worked at a company that Clarke acquired, and had stored the needed messages at that company in a PST file. "He thought for sure the information was no longer available," Gilman explains.

The information was available, however, because Clarke Power Services had used Veritas Enterprise Vault™ to scan the acquired company's network, identify PST files and their owners, and index and migrate PST contents into Enterprise Vault's central archive. "We found probably 150 to 200 PST files and got them off the network," Gilman says. "PST files are now banned."

Enterprise Vault preserves both the messages and their original folder structure, which saved the user additional time. Enterprise Vault integrates with Backup Exec so that archive contents are visible through the Backup Exec administration console, giving the IT team one view into archiving and backup resources. "Using Enterprise Vault and Backup Exec to locate information was very simple," Gilman notes.

### Cutting email storage in half

Enterprise Vault is delivering many other benefits. Two years earlier, Clarke had been using a different archiving solution called EMC EmailXtender, but the IT team felt it didn't meet requirements. "We wanted to stick with Veritas, and Veritas Silver Partner Logicalis really helped us migrate from EmailXtender to Enterprise Vault, and they trained us as the project progressed," says Gilman.

One key benefit is extra storage space. As Enterprise Vault archives messages, it deduplicates and compresses them, typically reducing email storage by 40 to 60 percent. Clarke has 732 gigabytes of messages in its archive, and Enterprise Vault deduplication is saving an estimated 700-plus gigabytes of email storage space. "Reducing the size of stored email is important for us," Gilman says.

Employees used to have mailbox size quotas and had to spend an average of about 15 minutes a week deleting old messages to comply. Because Enterprise Vault automatically archives messages after 45 days, it frees employees from quota management. By saving Clarke's 390 email users 15 minutes a week, the solution reclaims 5,000 hours a year of productivity.*

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Information Technology
Clarke Power Services, Inc.

### Simple means fast

Clarke protects about 9.5 terabytes of data with Backup Exec, accommodating data growth of about 2-3 terabytes per year. The solution is achieving backup and recovery success rates of 100 percent, and Gilman can administer backup in less than an hour a week.

One of the features that save time is Backup Exec's ability to restore files, messages, and folders at a granular level, or entire virtual machines, servers, applications and databases—all from a single pass backup. The object does not need to be staged first. Recently, Gilman used this feature to recover email messages and folders for a worried senior executive. "With Backup Exec 2014, I restored a number of messages in 20 minutes total that would have taken hours if I had to restore the database first, without the granular recovery capability," Gilman says. "The end user was ecstatic."

**Searches take minutes instead of days**

Clarke uses Enterprise Vault's support of Microsoft Exchange Journaling to make a copy of every incoming and outgoing message automatically, and this makes enterprise-wide searches simple. "We recently had an executive leave who had spent many days building certain manuals, and another executive now needed access to them," says Gilman. "They weren't centrally stored, but they had been emailed in many pieces. I showed him how to use Enterprise Vault's search capability, and he got what he needed quickly and was extremely happy."

Searches can be accomplished in minutes that would take hours or days if tapes had to be re-loaded and Exchange databases reconstructed, Gilman adds.

**Good support on call**

For 24×7 access to Veritas experts, "we contract with Veritas Essential Support Services," says Gilman. "I know the products, but to be able to call in and say 'I'm going to let you WebEx in' is a great relief. They've given me valuable help when it's needed looking through some issues and getting them fixed, and I'm very pleased. Veritas support has really come through for us."

Logicalis has also made a big difference. "During our nine-day outage, they would pop in at times and bring us lunch or dinner. None of that was asked of them. There was no gain at the time," says Gilman. "One of their engineers even worked through the night with us."

**There are better things to work on**

"Spending less time on backup and archiving allows us to focus on other, more important issues and projects in our environment," says Gilman. The IT team is setting up a new disaster recovery center and plan. It is also supporting new technology services such as enabling Clarke technicians to use tablets as they work on a customer's truck fleet, scanning a barcode on each truck to automatically open tickets and enter data directly into business systems. "We're streamlining maintenance, and our customers are taking notice," Gilman says.

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**For more information**

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**About Logicalis**

Logicalis, a Veritas Silver Partner, is an international IT solutions and managed services provider with a breadth of knowledge and expertise in communications and collaboration, data center and cloud services, and managed services. Logicalis employs over 3,800 people worldwide, including highly trained service specialists who design, specify, deploy and manage complex IT infrastructures to meet the needs of almost 6,000 corporate and public sector customers. For more information, visit www.us.logicalis.com.

* 390 email users × 15 minutes per week × 52 weeks = 304,200/60= 5,070 hours per year of productivity reclaimed.

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