

## InCharge Selects Galaxy — Integral Part of Sound Backup Strategy

### QUICK FACTS

**Industry/Solution:**

- Parent company of several agencies which provide non-profit credit counseling services to consumers

**Platform/File System:**

- Microsoft Windows NT

**Applications:**

- Microsoft Exchange
- Microsoft SQL Server

**Partner Hardware:**

- ADIC Scalar-100 tape system

**Challenge:**

- According to Keim, "Getting reliable backups was hampered by our existing backup software." Underlying Compass are SQL databases. A lack of solid SQL and Microsoft Exchange support along with an increase in price to renew the license for their existing backup tool caused InCharge to take a look at Galaxy.

**Solution:**

- CommVault Galaxy Backup & Recovery
- AUX Copy

**Benefits:**

- Simple and easy to use ó message-level restore
- Robust media management ó flexible library management
- Speedy restores
- Great support

**Company Profile**

InCharge is the parent company of several agencies which provide non-profit credit counseling services to consumers. Key to accomplishing InCharge's mission is Credit Compass — InCharge's proprietary, Web-based consumer credit certification program. The task of backing up the 85+ servers which run Compass, its underlying databases and other apps used by InCharge is now falls to CommVault Galaxy.

According to David Keim, Director of IT at InCharge, "We've been extremely happy with Galaxy. It's proven to be an exceptional backup solution for us. We can get files that have been damaged or accidentally erased back in a matter of minutes."

**Data Management Challenges**

Last year InCharge opened a 30,000 square foot call center in Orlando to handle calls from debt-laden consumers. Web hosting and various other services were brought in-house at that time. According to Keim, "Getting reliable backups was hampered by our existing backup software." Underlying Compass are SQL databases. A lack of solid SQL and Microsoft Exchange support along with an increase in price to renew the license for their existing backup tool caused InCharge to take a look at Galaxy.

InCharge's computing environment consists of redundant, fault-tolerant systems for their in-house Compass app, and an SQL cluster. Applications in use including Microsoft IIS for web hosting, MS Exchange, Solomon Accounting, and various others. In terms of hardware, InCharge is primarily a Compaq shop. For backup InCharge utilizes an ADIC Scalar-100 tape system. InCharge's network resources includes a T1 from its Columbia Maryland offices.

**The Galaxy Solution**

In an onsite demo Keim and others found themselves "Absolutely blown away" by Galaxy's support for Microsoft Exchange. Using Galaxy they could restore not only at the mailbox level, but even individual messages. Given a month to try out Galaxy they reported it was, in their own words, "An overall superior product."

Upon full-up installation of Galaxy, Keim initially found they weren't achieving the backup throughput they'd expected. CommVault tech support assisted InCharge with "tuning" their server hardware. A second SCSI card and multiple NIC cards were installed in the server in order to take advantage of the parallel data streams Galaxy can utilize to significantly increase overall backup throughput. Patches to update the BIOS in the Scalar 100 had to be applied to correct some problems there. These mods, along with a new revision of Galaxy that was released about the same time frame significantly sped up InCharge's backups. According to Keim, "The Galaxy software is working like a champ. Even before we did the tuning we were getting our backups done successfully. And the support we received from CommVault was excellent."

InCharge's backup strategy involves making full backups over weekends, and incrementals nightly. An AUX Copy is made on Monday mornings to take as an offsite backup for two weeks. Says Keim, "One thing I really like is that with Galaxy you can set up different media types. Rather than writing everything to tape you can write stuff directly to disk. We write our message level backups for Exchange to disk before we write it to tape the next day. So if someone blows a mailbox away we can restore it lightning fast."

Galaxy's flexibility in library management has also allowed InCharge to use Galaxy to transport large volumes of data from its Maryland offices to its Florida facilities.

According to Keim, despite the use of Norton AntiVirus InCharge still got whacked in May by the Anna Kournikova virus. Using Galaxy, InCharge was able to restore their Exchange server in under two hours. He compares this very favorably to the "I Love You" virus that slammed InCharge a year before, before Galaxy was installed. "We were very disappointed with our prior solutions, both for virus protection and for recovery. If nothing else sold me on CommVault, that certainly did. Considering the events of the past several months, a sound backup strategy is crucial to the survival of businesses."

**Business Benefits**

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According to Keim, "We have five people trained on CommVault. They love it. In three or four minutes, they can restore virtually any file they want. Our user community has come to know that they can have almost any file they've lost back in under five minutes. As far as a 'wish list' for Galaxy, we really don't have one. It does everything it says it does, it does everything we need it to do. And it does it well."

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