

Galaxy Entitles Old Republic Title to Full Backup Weekly

QUICK FACTS

Industry/Solution:

- Residential title insurance and commercial title insurance products and services through a national network of branch offices, subsidiaries, and independent policy-issuing agents

Platform/File System:

- Microsoft Windows NT

Applications:

- Microsoft Exchange

Challenge:

- "As a company we wanted to retain all our data centrally, for disaster recovery purposes, and also, if we needed to recall a file, we wanted to be able to do that. If problems were to arise, power issues, any kind of disaster, we know we can restore everything, at least to our last backup. That's very, very important to us. In the past we've had branch offices broken into and PC's stolen."

Solution:

- CommVault Galaxy Backup & Recovery
- Synthetic Full Backup

Benefits:

- Simple and easy to use — help to lower IT administration overhead and allows IT staff to focus their efforts elsewhere
- Centralize unified data management
- Robust media management improves productivity

Company Profile

Old Republic Title provides a complete line of residential title insurance as well as commercial title insurance. Their products and services are provided through a national network of branch offices, subsidiaries, and independent policy-issuing agents.

Data Management Challenges

According to Robert Matanane, SR VP of Operations, "As a company we wanted to retain all our data centrally, for disaster recovery purposes, and also, if we needed to recall a file, we wanted to be able to do that. If problems were to arise, power issues, any kind of disaster, we know we can restore everything, at least to our last backup. That's very, very important to us. In the past we've had branch offices broken into and PC's stolen."

Old Republic's WAN

Old Republic's offices are connected with 128K frame relay links arranged in a hub and spoke fashion. Says Matanane, "We may have, as an example, 15 offices coming back into one T1." Some of Old Republic's out-of-state locations are run over VPN, tunneling through the Internet. The VPN provides the remote offices with access to a SQL database at the main office. T1's from Old Republic's ten hubs then carry the data back to headquarters.

The Galaxy Solution

Old Republic uses Microsoft Exchange for email. Their agents and access custom applications running at headquarters over WAN or VPN. Data from Microsoft NT and Exchange™ servers at 140 Old Republic offices is remotely backed up and managed using CommVault Galaxy™. Galaxy's policy-based backup enabled Old Republic to optimize the timing and compression on its WAN, thereby minimizing the time it takes to back everything up. By using Galaxy's Synthetic Full™ backup process, incremental backups performed each evening are used to

generate complete, full backup tapes at Old Republic's Santa Clara headquarters, along with optical CD copies for secure off-site storage.

CommVault Galaxy was selected to back up the servers at all the branch offices. According to Matanane, "Even with various network options, we weren't convinced existing backup products could do the job we needed done, which was backing up everything over our existing WAN. We simply didn't have enough bandwidth to back everything up every night. But CommVault showed us how it could be done using Galaxy."

Synthetic Full Feature

Data coming in is first backed up to a RAID array, and an AUXiliary copy made to optical media for off-site storage. Incremental backups are performed nightly. A Synthetic Full™ backup is created on a weekly basis. Says Matanane, "Galaxy's Synthetic Full™ capability allows us to do something we didn't think we could do. "We're able to back up, incrementally, 140 offices per night over some very slow links and yet generate the equivalent of full backups. That's pretty amazing."

Says Matanane, "CommVault supports lots of different media. Galaxy allows you to write to RAID storage, optical media, AND or tape. Rather than go to tape media we actually went to RAID storage. Basically what we do is we back up to our RAID storage and then kick off AUXiliary backups to an optical jukebox. This makes the whole backup process a lot faster."

During installation, CommVault's network engineers came out and helped Old Republic optimize their backup policies. This included synchronizing backups occurring over slower, 128K frame relay links with faster backups coming in over the T-1's to optimize the overall process. According to Matanane, "CommVault was very good at working with us to

optimize the backup. Instead of kicking off a bunch of slower links at the same time we used multiple policies to spread them out. The policy feature works real well."

Some modifications were made to the Java GUI used to create backup policies to eliminate sluggishness Old Republic encountered when they first began generating their backup policies. Says Matanane, "CommVault accessed our system over the Internet to troubleshoot it. They were able to come up with a solution that fixed the problem and email it to us. That was very, very convenient." He adds, "I'm very happy with their support."

Automatic Restart

Says Matanane, "Sometimes we'll have a frame go down. When the link comes back up, Galaxy picks up where it left off. The automatic restart works really well. We really don't have to manage it. That's a very helpful feature."

Ease of Restoration

Says Matanane, "We've had to go back and pull files. What I like about the way Galaxy handles data is how we can go back to a particular instant in time and pull a file. By doing incremental backups on a nightly basis, we can go back to two weeks ago and restore a file exactly as it was then."

According to Matanane, "We've really got it clicking. Once we got our backup policies properly set up, there's really wasn't much left to do, or manage. It's pretty much push-button. We're really happy with Galaxy. We come in in the morning, check the log for alerts, and troubleshoot any problems. Most times there aren't any."

Business Benefits

Matanane says there were four main issues that led Old Republic to select CommVault Galaxy. They were:

- Old Republic's desire to manage their information centrally
- Galaxy's support of multiple media options
- Galaxy's support for hot SQL database backup
- Ease of Use

According to Matanane, "We needed to centralize and control our backup processes, to ensure they got done. Galaxy allows us to do that, even over a relatively slow WAN. We can restore any file from any date, easily." CommVault Galaxy guarantees Old Republic's ability to recover title-related documents lost due to human error, theft, or crashes. He notes, "We liked what CommVault did across the network, the compression it offered across the WAN, and especially, the ease of managing all the different sites we have. Overall, what Galaxy lets us do is better manage our information."

www.commvault.com | 888.746.3849 | E-mail: info@commvault.com

CommVault Worldwide Headquarters • 2 Crescent Place • Oceanport, NJ 07757 • 732-870-4000 • Fax: 732-870-4525

Regional Offices: United States • Europe • Middle East & Africa • Asia-Pacific • Mexico & Latin America • Canada • India • Oceania

