

## CommVault and Nth Generation Help The Salvation Army Complete its Mission

### QUICK FACTS

#### Industry/Solution:

- Social Services

#### Platform/File System:

- Microsoft Windows 2000, 2003
- Linux

#### Applications:

- Lotus Notes
- Microsoft SQL Server
- Microsoft Active Directory

#### Challenges:

- Legacy solution unreliable
- SAN support required
- Multi-platform support required
- Increased ease of use and management required

#### Solution:

- CommVault Galaxy Backup & Recovery

#### Benefits:

- Consolidated backup operations to support a heterogeneous environment, using one product
- Construction of a solid framework to support a remote Disaster Recovery site
- Ability to meet backup windows with time to spare

### Customer Profile

The Salvation Army is known worldwide for supporting people in need. The organization's mission, "Doing the Most Good" is based on:

- Giving-while asking for nothing in return
- Serving Others-when you have no idea if your own house is still standing
- Organizing Aid-when the building you planned to use has been destroyed

For over a century, The Salvation Army has saved millions of lives and stayed true to its original mission.

The organization's Southern California office supports Los Angeles, Orange, Ventura, Santa Barbara, and San Luis Obispo counties. In this densely populated area, The Salvation Army meets the physical, emotional, and spiritual needs of tens of thousands of men, women and children each year.

### Information Technology Environment

Offering a broad array of services, The Salvation Army's Southern California office depends on a flexible, multi-platform, IT infrastructure. Operations are centralized and include approximately 100 servers supporting Microsoft Windows™ and Linux operating systems, several SQL databases, Active Directory and Lotus Notes for email.

Clarence White, CIO for Southern California, is responsible for managing the region's complex IT infrastructure. Reflecting on a major recent initiative, Mr. White stated, "As society has changed, The Salvation Army has been able to expand services and provide support to those in need. We have automated systems and deployed solutions that allow us to quickly and efficiently respond to crises. However, our backup environment was not keeping pace. We knew we needed to take action."

### The Challenge

The Salvation Army needed better control of data storage, backup and management operations. The organization turned to Nth Generation Computing as its strategic IT partner to develop requirements and aid in the design and selection of an enterprise backup solution based on current and future needs.

The Salvation Army's goals for their new enterprise backup solution included:

- Completion of all backup operations within shrinking backup windows
- Improved reliability of backups for growing data stores
- Seamless integration into an existing, heterogeneous IT environment and support of a growing Storage Area Network (SAN)
- Increased resource management and ease-of-use

The Salvation Army also asked Nth Generation to assist in creating a failover plan to leverage their disaster recovery site in Arizona to ensure business continuity for the Southern California region's operations.

### Nth Generation and CommVault Add Value

Nth quickly recognized the organization's need to safeguard systems designed to protect and service people in need. As a certified CommVault value-added-reseller, Nth Generation analyzed The Salvation Army's requirements and designed a solution to meet its current and future objectives. With an emphasis on reliability and scalability, Nth created a CommVault-based solution that met the organization's requirements and provided functionality beyond the expectations originally established.

"Our approach to meeting The Salvation Army's needs was straightforward," said John Karle, Major Account Manager at Nth Generation. "They recognized the need to make a change and wanted a solution that provided reliable enterprise backup and disaster recovery capabilities. We knew that CommVault's Galaxy would meet those requirements while offering ease-of-use."

### **The Solution**

CommVault's backup and recovery product, Galaxy, offered the multi-platform support needed to protect The Salvation Army's heterogeneous operating environment while

meeting future growth requirements. Galaxy offered the functionality, application support, fully-integrated SAN support and Disaster Recovery capability that the organization sought. Finally, the CommVault solution eliminated dependence on a legacy backup tool which was unreliable, difficult to manage and lacked scalability.

Leveraging CommVault's product suite, Nth Generation created a solution that met The Salvation Army's operational requirements and established a solid foundation for future growth and enhancements.

### **Conclusion**

"The Salvation Army has a history of supporting those in need and remains committed to its mission. With the help of Nth Generation and CommVault we were able to enhance our infrastructure and gain a new level of confidence that our systems would support us in our mission," said Mr. White.

The Salvation Army has discovered a new level of reliability in their backups with daily reports providing assurance that all systems are functioning properly. Now, the organization consistently meets backup windows and has fully deployed its disaster recovery site in Arizona. These achievements have given The Salvation Army confidence that no matter what happens, it can remain true to its mission of offering life-saving emergency response services to people in need around the world.

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