

Success Story: Arrowhead Dental Laboratory



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Matthew Cook, Arrowhead Dental Laboratory

Quick Facts

Industry

- Healthcare

Protected Platforms

- HP Proliant Servers
- Windows
- Linux

Challenges

- Need for a simple, easy-to-use backup solution
- Rapid Recovery
- Data security
- Unified Reporting

Solution

- Recovery Appliance
- Vault2Cloud

Benefits

- Easy single-user interface
- Automatic scheduled back-ups
- Rapid, reliable whole system recovery
- Expert 24/7 product support

Customer Profile

Arrowhead Dental Laboratory is a large dental lab serving dental professionals in both North America and Europe. The company produces precision dental restorations such as crowns and dental implants. Arrowhead Dental has a single production facility and is heavily dependent on its information infrastructure to coordinate daily operations.

The production facility uses HP Proliant servers running both Windows and Linux operating systems, alongside their Network Attached Storage (NAS). Among these, there are seven key servers with a combined data volume of about 900 GB.

Challenges

In a fast-paced medical production facility dependent on data systems, IT director Matthew Cook, must prepare his data center for anything. Cook was under pressure to find a backup solution that would keep him ahead of the game to help the facility run as smoothly and efficiently as possible.

“This is especially critical because we ship everything next day early delivery. A case that doesn’t ship means there is a doctor with a patient in the chair that won’t be getting his case,” Cook said.

In order to be prepared for any interruptions during the process, Cook needed to be able to backup information within a strictly specified window. To add, he also wanted

unified reporting to monitor the status of all backups and detect any issues as soon as they occurred. With the company's strict criteria for backups, reliability was also a main concern for Cook.

Benefits

By choosing the Unitrends solution, Cook was able to meet and exceed each of his backup requirements.

"Unitrends was hands down the best option at the best price point that would allow us to quickly visualize and monitor our recovery readiness, while at the same time allowing us to backup our data within a specific time frame, all from one interface," Cook said.

The clean and simple user interface for Unitrends solution monitors backups of all protected systems in one place. The "at a glance" diagnostic capabilities allow users to easily detect when any systems are encountering a problem. The interface includes exceptional features such as graphical reporting, flexible backup scheduling and even a backup wizard for novice users.

In addition, Unitrends sets itself apart as a rapid and reliable, integrated backup and recovery provider.

"The ability to rapidly restore a server using the bare metal capabilities was far superior to competitors and allowed for recovery of core systems to be accomplished within a timeframe that met our executive mandates," said Cook.

As the leader in bare metal, Unitrends' solution enables users to dramatically decrease the amount of time and effort required to restore a system to its original state. This was a critical feature for Arrowhead when their outbound shipping server went down 40 minutes before shipments were due to start processing.

"Because we had a bare metal image that we knew was good, thanks to the excellent reporting, we were able to restore that server in 27 minutes. The shipping process was not impacted at all and our shipments went out on time," Cook said.

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