

Success Story: Clinton Savings Bank



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Scott Youlden, Clinton Savings Bank

Quick Facts

Industry

- Financial

Protected Platforms

- VMware
- Microsoft Exchange
- Microsoft SQL

Competitors

- Symantec Backup Exec

Challenges

- Agent fees charged for any add-ons to the backup
- Add-on fees for features, including bare metal
- Extremely slow backups

Solution

- Recovery appliance

Benefits

- No Limits Licensing policy ensures no fees for add-ons
- All-in-one backup, archiving and disaster recovery
- Rapid, reliable whole system recovery
- Major cost reductions
- Helpful and friendly support team

Customer Profile

Clinton Savings Bank, located in Clinton, Mass., is a community bank serving the Central Massachusetts area. Clinton Bank was founded in 1851 and was the first bank to open in Clinton.

The bank requires data protection for its VMware, Exchange server and SQL environment. The bank has 700 GB of data, and expects to see that double within the next year.

Challenges

Clinton Savings Bank is a six branch bank of approximately \$500M in assets. The operations center in Clinton, Mass., houses most of its critical systems and was running into issues with its current state of data protection. The vice president of IT at Clinton, Scott Youlden, was consumed with issues of the backup process for the bank’s critical data.

“We were using Symantec’s Backup Exec software, and we found that we were basically running out of time from our overnight backups, and we weren’t able to hit our backup windows any longer,” Youlden said.

Not only was the slow backup time a critical issue for the bank’s progression, but Youlden found several challenges from having to use multiple hardware for its backup types. As a number of equipment was required, it’s not hard to guess that price caused major concern for the business.

"The agent cost that was added to every server we wanted to back up was getting exorbitant in terms of what we were spending for pricing on it," Youlden said.

Benefits

Youlden searched for an alternative solution, and after evaluating the Unitrends system, found it addressed all the pain points he had experienced with his prior backup solution.

"Basically, we went to one place, everything was done. We did it all through Unitrends. And the time that it took us to ramp up into production was very, very short," Youlden said.

A big win for Youlden was not only that Unitrends provides an all-in-one solution for backup, archiving and disaster recovery, but also its No Limit Licensing policy. This means adding an extra server, license or client has no additional fees, as opposed to Clinton's prior solution.

"There's several different cost advantages we see to using a Unitrends product; one being that we archive off from a portable disk so those disks last long. Secondly, we don't have to deploy agents out to every system that we include in our backup scheme. Thirdly, we were looking at additional products to do bare metal restores, and because it's included in Unitrends product, we're going to see a cost reduction," Youlden said.

Price was a major benefit for Clinton Bank's business, but Youlden found that Unitrends goes the extra mile to provide support, giving individual attention to each customer.

"I've found with Unitrends that support doesn't stop when you buy the product. The response time from the support people has been great. They're very easy to work with, knowledgeable and all very friendly, so it's been great," Youlden said.

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