## Success Story: Rollins College

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Chris Howe, Rollins College

### Customer Profile

Rollins College, founded 1885, is  is a liberal arts institution and the oldest recognized college in Florida.  The prestigious private college is located in Winter Park, Florida.  Rollins has roughly 1,500 full-time undergraduate students and nearly 5,000 students combined in evening programs and graduate programs.

Rollins IT environment consists of Windows, Sun and Novell NetWare and has a Cisco networking environment.

### Challenges

Rollins College uses  a system, the Banner Database, to control several vital functions the college depends on for student and faculty demands.  The database controls Rollins' financial data and enables students to register for classes, as well as other major functions that help run operations.

Chris Howe, the IT director for Rollins College had to address challenges for his backup process; to reduce complexity in the college's IT infrastructure and, above all, to have assurance that backups and recoveries are quick and reliable.

As important as the Banner Database is to the College's operations, Rollins could not risk losing  functionality of the Database or the data records within it.  It was Howe who would be liable for any loss or impact to the database, so he wanted to invest in a data protection company that would come through for him with dependability, speed and simplicity.

## Benefits

Howe narrowed his decision down to two recovery solutions, Unitrends and Spectra Logic.  After thoroughly investigating both solutions, Unitrends backup and disaster recovery solution was the chosen, resulting from its faster recovery times and its simplicity for the user.

"The biggest reason we decided to go with Unitrends over Spectra Logic was the ease of use and being able to control it on more of a per machine basis," Howe said.

Rollins was forced to put Unitrends to the test when its database experienced a failure and Howe was left to resolve the issue.

"We were performing an upgrade on our Banner Database system and had a file get corrupted during the upgrade process," Howe said.  "Through an incremental backup we had in Unitrends, I was able to restore the file and restore the system in about a half hour instead of our developers having to rebuild that file from scratch in order to get the system back up.  That was a pretty major win."

Without the Banner Database, the college does not run because it controls everything behind the scenes.  Unitrends allowed Howe to solve the crisis effortlessly and, in return, provide major relief for Rollins College.

"It was really nice to have confidence in the backup and be able to go through pretty easily and restore that file," Howe said.

Unitrends does not just provide a solution, but provides support that is different from any other company; support that is there to meet individual needs as it did for Howe.

"Support has been very good when I needed it," Howe said.  "I've been able to get a hold of individuals and they've been able to help me solve my problems in a short order."

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