

Success Story:

First Tennessee Bank Reduces Down Time with a Cost Effective Desktop Backup and Recovery Solution powered by Asigra



First Tennessee Bank Profile

- A premier financial services company founded in 1864
- Part of the First Horizon National Corporation family of companies
- One of the top 50 banks in the USA
- Approx. 5,000 employees
- 180 locations worldwide
- Serves more than 460,000 consumers and 55,000 businesses

Asigra Success Story:
First Tennessee Bank (First Horizon National Corporation)

First Tennessee Bank

First Horizon National Corporation is a community-focused financial services company with a long history of success and traditions dating back to 1864. Today, the company, one of the largest bank holding companies in the U.S., is known for exceptional customer service and a deep commitment to people, both employees and customers.

The First Tennessee Bank's team is made up of nearly 5,000 employees working in locations around Tennessee. Their capital markets offices in the U.S. and abroad serve more than 460,000 consumer customers and 55,000 businesses.

First Horizon National Corporation is now one of the 50 largest banking companies in the U.S. in asset size and market capitalization.

The Business

First Tennessee Bank established a partnership with EVS Corporation in 2006 to provide a cost-effective backup solution to their Tier 3 data systems. By 2011, EVS launched the Intelligent Backup Mobile-Client solution for 4,000 desktops and mobile devices within the enterprise.

First Tennessee Bank was interested in protecting data on desktops at their 185 financial centers as well as corporate headquarters and other remote locations. They were using another solution, but it was only installed on about 1,000 desktops, and was cumbersome to manage. The challenge was identifying a backup solution that didn't require a large number of man-hours and complicated integration.

"Our IT resources, especially people, are finite," said Bruce Livesay, executive vice president and CIO of First Tennessee Bank. "We wanted to be able to allocate those resources to internal IT needs, and spend less time manually managing a desktop backup solution."

Prior to installing the EVS-Asigra Mobile-Client solution on all First Tennessee Bank desktops, employees had been backing up desktops on an ad-hoc basis. The biggest challenges to move from an individual backup to a large-scale backup were management and cost.

With the deployment of the EVS-Asigra Mobile-Client solution, there is one single point of contact for all backup and restore requirements. EVS has a 15-minute response time and this quick response time and single point of contact has resulted in reduced downtime. The EVS agentless solution is not a per seat/device license costs, which has resulted in lower costs.

Manual Backup Process Eliminated

Because of the agentless architecture of Asigra's software, EVS was able to leverage an existing file server at each of First Tennessee Bank's 185 branch locations as well as other corporate and remote locations, and from that file server, conduct a nightly network backup of all the nearby desktops. Installation was made easy through a mass-deployment tool. This reduced management costs and eliminated the need for individual employees to manually download and maintain backup software on their desktops.



To ensure that the desktop backup solution would be manageable on 4,000 machines, EVS rolled out a pilot test run in mid-2011 on just a few machines. When the solution worked seamlessly, EVS continued to add machines until all the desktops were covered.

"EVS was able to prove to us, in incremental stages, that this solution would not only be comprehensive, it would also be manageable and effective, even on a large number of machine," said Livesay.

The file server set-up also made hardware refresh a much smoother process. Now, when an employee acquires a new computer, their old operating system and files can be instantly installed on the new machine.

Risk of Data Loss Minimized

Implementing and streamlining the comprehensive desktop backup solution ensured complete backup coverage for the entire suite of desktop computers and simultaneously freed up IT personnel to focus on higher-level tasks. Comprehensive and timely data backups ensure better customer experience and position First Tennessee Bank as a competitive banking force by reducing the risk of loss of critical data. Reliable data backup helps the company maintain regulatory compliance and create a stronger story for auditors.

“Adding desktop backup to our EVS relationship was a natural fit, given the value of EVS existing services to our organization and the strength of the business relationship,” said Bruce Livesay. “We already knew about EVS excellent responsiveness, and the total cost of ownership made the Asigra solution the winning choice for our needs.”

EVS Corporation offers a full suite of cutting-edge cloud backup and recovery products, including Intelligent Backup™, Echo™, data storage hardware, and EVS Resilience™.

EVS Founder Gayle S. Rose was honored with MBQ CEO of the Year Award in 2012. The company was honored with several awards from Asigra, including Best Mobile Cloud Backup Award in 2011, Customer Service Award in 2010, and Partner of the Year and Technical Innovation Award in 2009. EVS has been named one of Business TN Magazine's Hot 100 in 2008 and 2009.

EVS Corporation is headquartered in Memphis, Tennessee.

About EVS Corporation

EVS Corporation is an award-winning cloud backup and data recovery company trusted by banks, healthcare providers, manufacturers and more. EVS offers its business customers turn-key data backup, disaster recovery, and storage solutions, as well as professional storage management and consulting services. Our industry-leading solutions are backed by dedicated and seasoned professionals unified in providing the best in customer service.

About Asigra

Trusted since 1986, Asigra provides organizations around the world the ability to recover their data now from anywhere through a global network of partners who deliver cloud backup and recovery services as public, private and/or hybrid deployments. As the industry's first enterprise agentless cloud-based recovery software to provide data backup and recovery of servers, virtual machines, endpoint devices, databases and applications, SaaS and IaaS based applications, Asigra lowers the total cost of ownership, reduces recovery time objectives, eliminates silos of backup data by providing a single consolidated repository, and provides 100% recovery assurance. Asigra's revolutionary patented Recovery License Model provides organizations with a cost effective data recovery business model unlike any other offered in the storage market. Asigra has been recognized as a Gartner Cool Vendor and has been included in the Gartner Magic Quadrant for Enterprise Backup and Recovery Software since 2010.

More information on Asigra can be found at www.recoveryiseverything.com

