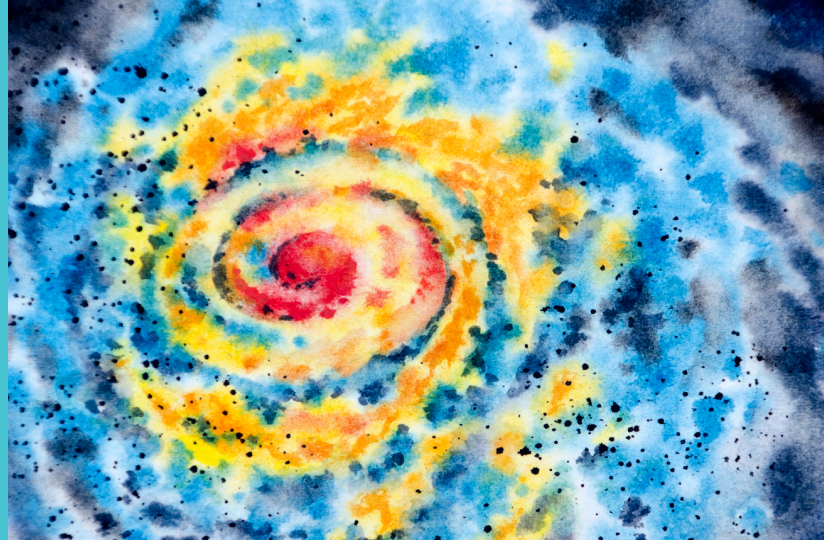**Case Study**

Goodwill South Florida Defends Data Against the Future Threat of Hurricanes with Cloud-Based Data Recovery

- Non-profit social enterprise
- Branch office backup for 30 locations
- Data protection for 300 servers, desktops and laptops

Goodwill Industries International, Inc.

Yotta280™

SUMMARY

Goodwill Industries of South Florida includes 30 locations across Dade and Broward counties and the Florida Keys. For years, the organization had been using a tape-based backup system to ensure the recovery of its data. With hurricanes of paramount concern, it was critical that operations were able to resume in the aftermath of such an event. After a bad experience recovering lost data from backup tapes, it was clear that another solution be implemented in order to guarantee the organization's viability after a catastrophic storm. After much consultation and recommendations from colleagues, Goodwill Industries selected cloud backup and recovery services from Yotta280, powered by Asigra software. Now in its second year of use, the new backup infrastructure has proven to have many advantages over tape including local and remote data recovery capabilities, fast restores and more reliable operation.

CUSTOMER OVERVIEW

Goodwill Industries of South Florida is affiliated and a member of Goodwill Industries International. The operation includes a network of 172 community-based, autonomous member organizations that serves people with workplace disadvantages and disabilities. Goodwill provides job training and employment services, as well as job placement opportunities and post-employment support. With locations in the United States, Canada and 22 other countries, Goodwill helps people overcome barriers to employment and to become independent, tax-paying members of their communities. In 2010, Goodwill Industries International, comprised of the 208 independent local Goodwill locations, served 544,765 individuals.

BUSINESS SITUATION

For several years, Goodwill had been a user of tape backup products, gradually moving to larger and larger tape volumes over time. The organization then purchased two tape libraries to handle the growing volume of tapes and to semi-automatically manage the process. A red flag surfaced regarding its tape backup solution when Goodwill's backup administrator went to conduct a data restoration and the tape in the backup system malfunctioned causing bare tape media to emerge from the cassettes and pour across the floor. After seeing the mishap one member of the IT team commented that it looked like "a kid went through it." As a result of this tape failure, Goodwill looked at Dell for an online backup solution without success. Then one of organization's vendor partners recommended Yotta280 for cloud backup services. After trying the solution and backing up a few terabytes without issue and gaining experience with

the service, Goodwill selected Yotta280 for going above and beyond to support the company from a product and service perspective.

> "We depend on several financial applications to maintain regular business operations. Because we get audited by the state for adherence to compliance mandates, the data encryption and security features of Asigra Cloud Backup are critical. We particularly value its recognition by the National Institute of Standards and Technology (NIST) where it has received FIPS 140-2 certification, placing it among the top in terms of data safety."

Samuel Robinson, IS Manager
Goodwill Industries, South Florida

Goodwill of South Florida is primarily a Microsoft shop with HP and some Dell equipment. The organization has 300 connected devices that include 18 business application servers and two exchange servers across 32 locations. These locations are connected via Metro Ethernet Service, T1, DSL and dial-up service in some cases. There are also a large number of desktops and laptops that are protected and

Goodwill appreciates the ability to schedule backups at night to avoid disruptions during business hours. Goodwill began the initial use of Yotta280 backup and recovery services powered by Asigra to perform simple mailbox backup as a test environment. Since then, the solution has been deployed end-to-end and protects more than 9TB of data generated from several important applications.

Over the past 12 months, Goodwill has performed approximately 4-5 data recoveries using the Yotta280 solution, powered by Asigra. Three applications that have required these recoveries include Microsoft SQL, Microsoft Exchange and Microsoft Dynamics GP (Great Plains). Microsoft Dynamics GP is an especially important application as it is used to manage the accounting and finances, distribution and supply chain processes, streamlining of field service operations and other important activities. Small recoveries typically required only minutes while large recoveries took approximately 10-12 hours compared to 30+ hours using tape. Overall, the performance of the solution is very impressive and provides assurance that mission critical data is always available.

" The Yotta280 solution, powered by Asigra, allowed us to depart from the troublesome aspects of tape based data recovery. We no longer have to deal with offsite tape storage and management, especially during hurricane season. One of our ongoing concerns with tape was that if a storm were to hit, every building in the area would be affected, including the offsite storage vault holding our tapes. Because our data is now replicated over the WAN at data centers inside and outside of the state, we no longer have those concerns. "

Samuel Robinson, IS Manager
Goodwill Industries, South Florida

SOLUTION

Yotta280's cloud backup service powered by Asigra is deployed in a hybrid cloud backup configuration without agents across all South Florida Goodwill locations. The organization's backup data is stored offsite at Yotta280's Jacksonville data center and replicated to the Birmingham data center for redundancy. Additionally, high priority data is available in staged backup servers on-premise at Goodwill for fast local recovery when required. Availability of this data at three distinct locations delivers a high availability backup environment that provides added confidence for the organization.

ENVIRONMENT

- Serves as the backup platform for Goodwill's 30 South Florida locations
- Protecting more than 9TB of data across more than 300 servers, desktops and laptops
- Configured for hybrid cloud backup with local recovery capabilities and offsite data replicated at multiple data centers inside and outside of the state
- Mission critical application data being protected includes Microsoft Exchange, Microsoft Dynamics GP and Microsoft SQL Server.

ASIGRA CLOUD-BASED DATA RECOVERY DELIVERS

- Elimination of tape management headaches and costs
- Single integrated solution for all data protection needs
- Multi-site data recovery in the event of a hurricane
- Data encryption that secures data in-flight and at-rest
- High-performance data recovery compared to tape.

> "I am more than pleased with cloud-based data recovery as it has allowed me to re-prioritize my time and more fully support the mission of Goodwill to serve the people of South Florida. Yotta280's cloud backup service powered by Asigra just keeps on working regardless of the challenges that we face. The solution's simplicity, security and reliability have improved our operations several times over."
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> **Samuel Robinson, IS Manager**
> **Goodwill Industries, South Florida**

The technology behind Yotta280 is Asigra Cloud Backup™ software, the industry's leading cloud-based data recovery software with over one million installments worldwide. The software is built for efficient operation and easily integrates with public, private, and hybrid cloud architectures. Asigra's agentless software architecture provides for simple deployment and hands-free management while providing advanced features that include global deduplication, automated mass deployment, autonomic healing, and validation restore capabilities. Goodwill highlighted the following capabilities as key factors for selecting the solution:

- Strong data security with end-to-end data encryption to support compliance audit requirements
- Ease of use with the convenience of not having to deal with tape backup management, storage and retrieval
- Increased system uptime for always-on operations
- Importance of out of state recovery capability in the event of a hurricane.

RESULTS

By eliminating the organization's error-prone tape backup infrastructure, Yotta280 provided the IT staff at Goodwill with more time to focus their energy on other IT operations. One of those activities include the installment of virtual servers which they also intend to protect using Yotta280 powered by Asigra. While the time savings have come from not having to manage large volumes of backup tapes, additional efficiencies follow from the solution's centralized management. This has significantly reduced the time spent on multi-site enterprise backup.

This more modernized approach to data protection has reduced the complexity of Goodwill's backup infrastructure and dramatically lowered the amount of resources spent on backup. While difficult to assign a specific ROI number, the installment of Yotta280 powered by Asigra has resulted in an excellent return from the standpoint of man hours required to manage and maintain a large distributed backup environment.

> "Our local and remote recovery capabilities are very important to Goodwill as they not only improve data recovery but ensure that entire IT infrastructures can be re-created quickly in the event of a hurricane. When complemented with our full-service management, the customer can be confident in knowing that their data is available on demand."
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> **Terry Fields, President and CEO, Yotta280**

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About Yotta280

Yotta280 is a premier Full Service Asigra Engagement Organization, with its sole purpose and focus on Data Protection.

- A certified and internationally award winning Strategic Partner with Asigra
- Recognized globally as Asigra Specialists
- Delivers Data Recovery Assurance to the mid and enterprise markets
- Offers multiple data protection deployment methodologies, to include Private, Hybrid and Public clouds

From business development to full deployment of Asigra data protection solutions, Yotta280 brings customers a specialized set of skills, experience and expertise. Let Yotta280 help modernize your organization's disaster recovery and data protection methodologies. Call us at 877.449.6882 or contact us at info@yotta280.com. For more information on Yotta280, please go to www.yotta280.com.

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-class 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 patent-pending 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. In 2014, Asigra Cloud Backup was also named the Top Enterprise Backup Solution by Storage Magazine. More information on Asigra can be found at www.asigra.com.

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