Case Study
Planes Companies Replaces Tape with Cloud-Based Solution for Improved Performance and Speedier Recovery

- An agent for United Van Lines, Planes Companies provides logistics, transportation and international moving services
- Remote office backup for four locations
- Data recovery reduced from 5 hours to less than 30 minutes
SUMMARY

Relocation services company Planes Companies Inc., had traditionally protected the data at its corporate headquarters near Cincinnati—as well as at 5 remote locations—using a tape-based backup system. With data growth at 20 percent a year, the company became increasingly frustrated with tape-related problems, including the fact that data backup and recovery were overly time-consuming and difficult to manage. The tape system also had ongoing hardware problems that required repairs, which left the backup system offline for extended periods of time. In 2012, Planes Companies began researching cloud-based data recovery systems in an effort to replace the inefficiencies of tape backup. After a thorough review of cloud-based data recovery technology, the company decided to switch to Yotta280’s cloud backup service powered by Asigra.

CUSTOMER OVERVIEW

Planes Companies provides comprehensive relocation services, from residential and office moves to logistics, transportation, and international moving services. With three locations in Ohio (Cincinnati, Columbus, and Dayton) as well as offices in Indianapolis and Chicago, the company’s goal is to develop and maintain permanent relationships with customers through outstanding service. Planes Companies’ training programs and procedures are centered on providing the best relocation services in the industry. With the growth of the company and increasing needs for more rapid data recovery, Planes Companies sought a backup solution to save time and improve operational performance over its tape backup system.

BUSINESS SITUATION

Planes Companies had long relied on tape backup, using Symantec BackupExec as its primary data protection technology. The company needed to protect a total of 3.5TB of data at its Cincinnati headquarters plus four remote locations in Columbus, Dayton, Indianapolis, and Chicago. The data resided on 2 EqualLogic file storage systems and 24 virtual servers using Xen virtualization software. The data being protected included files from the proprietary business application MoverSuite, as well as Microsoft SQL data and other assorted files.

Planes Companies’ IT environment consisted of 5 staff members, with the System Administrator and Programmer Analyst responsible for managing backup. The IT department found that data recovery took 4-5 hours on average using Symantec BackupExec. As a company based in the Midwest, IT also was concerned about the ability of tape to rapidly and effectively replicate the IT environment in the event of a disaster such as a tornado.

In response, based on personal recommendations from industry peers, Planes Companies began working with IT services provider, Yotta280, in 2012 to deploy their cloud-based data recovery solution. An Asigra partner since 2006, Yotta280 is an IT services provider based in Jacksonville, Florida, that offers public, private, and hybrid cloud backup and disaster recovery to the enterprise and SMB markets. The new backup technology delivered by Yotta280 promised to return precious IT resources by offering dramatically faster and more reliable backup and recoveries without the cumbersome management or time requirements of tape solutions.

“We needed to see fast ROI from the savings in man hours that were historically used to manage our tape backup system. Our tape-based solution was difficult to manage, as well as time-consuming, and there were also constant hardware problems. With the Yotta280/Asigra solution, we’re very happy with the local and remote recovery capabilities of the system, which provided rapid recovery in the event of data loss or natural disaster.”

Jeff McGrath, Vice President, Information Services
Planes Companies
SOLUTION

Yotta280’s cloud backup service powered by Asigra was deployed in a hybrid configuration without agents across a combination of Planes Companies’ physical and virtual servers. This included data on 2 EqualLogic file storage systems and 24 virtual servers, which used Xen as virtualization software. The company’s backup data was stored offsite at Yotta280’s data center, with 1TB of data stored as part of the primary backup set, and 1.5TB stored in the Backup Lifecycle Management™ (BLM) archive, a lower-cost backup vault for long-term data storage and retention.

The solution delivered by Yotta280 is enabled by Asigra Cloud Backup™ software, the industry’s leading cloud-based data recovery software with over one million installations 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. Planes Companies highlighted the following capabilities as key factors for selecting the solution:

- Support for both physical and virtualized IT environments
- High-performance local and remote backup and recovery
- Long-term backup data retention to lower storage costs
- Simple management and comprehensive monitoring

“Benefits of the solution included a huge improvement in data recovery time, as well as seamless deployment and surprisingly easy management of the system. Having data replicated at multiple data centers gives us peace of mind in the event of data loss. Yotta280 and Asigra have delivered a solution that assures us in knowing that our data is secure.”

Jeff McGrath, Vice President, Information Services
Planes Companies

RESULTS

Planes Companies began using Yotta280’s cloud backup service powered by Asigra in 2012, and was instantly impressed with Yotta280’s fast, responsive, and knowledgeable tech support. Nearly 3 years since its cloud backup deployment, Planes Companies reported being pleased with the solution’s data deduplication capabilities, and replication of data at multiple data centers in Birmingham, Alabama and Jacksonville, Florida. With the company’s ongoing data growth, Planes Companies also appreciates the local recovery capabilities of the system, which provide rapid recovery in addition to remote recovery in the event of a natural disaster.
This more modernized approach to data protection has reduced
the organization's backup infrastructure complexity and
significantly lowered the amount of management time spent on
backup and recovery. The need for a fast ROI was a high priority
and the change to Yotta280/Asigra has resulted in a return on
investment that exceeded the expectations of everyone involved
in the project. Using a dedicated onsite appliance provided by
Yotta280 for local recovery, the IT department also watched
data recovery times plunge from 4-5 hours on average to under
30 minutes with the Asigra-based solution. Additionally, the
software’s easy implementation and hassle-free management
allowed the IT team to avoid the mundane processes of tape
backup and focus more time on other important IT projects.

“As a trusted advisor to Planes Companies, it
was our goal to help provide the company with
local and remote recovery capabilities for rapid
recovery and the ability to quickly replicate the IT
environment in the event of a disaster. Yotta280’s
full-service management alleviates customer
communications with respect to data recovery, providing
painless deployment, ease of use, and efficient
management.”

Terry Fields, President and CEO, Yotta280