

Case Study:

CRESCENT JEWELERS



Crescent Jewelers Keeps Valuables Safe with EVault Online Data Backup

Customer

Crescent Jewelers, Inc.

Line of Business

Retail Jewelry

Location

Alameda, Calif.

Capacity

2TB

Supported Platforms

IBM iSeries (AS400), Dell PCs, Linux

Applications

J.D. Edwards, Island Pacific, IMC Rapid Retail, Lotus Domino, SQL, Exchange

Project Objective

Simplify and improve the reliability of data backup and recovery processes.

Result

A comprehensive and unified backup solution that complements the company's Disaster Recovery & Business Continuity plan, and increases system availability due to shorter backup windows.

The jewelry industry certainly knows the importance of protecting valuable assets. For Crescent Jewelers, Inc., this goes beyond the display cases to the safekeeping of its corporate data.

Based in Alameda, California, Crescent Jewelers operates 123 stores across three western states.

In the past, Crescent ran daily tape backups of its IBM iSeries, Windows and Linux servers, representing approximately 2 terabytes (TB) of data. Multiple tape technologies, requiring manual care and feeding, took many hours and provided a less than optimal environment for disaster recovery.

Over the years, the company's backup procedures have grown more complex, consumed time and impacted productivity as data volumes continue to increase. IT Executives wanted to simplify the overall data protection process, standardize policies and eliminate tape technology.

Jeweler Gets Set With EVault

Crescent considered the risks of off-site tape transport and storage services and researched online backup solutions including Data Protection Services and STORServer.

Crescent chose to partner with the experts in online data backup and recovery services and turned to EVault, Inc. Crescent selected Strategic Solutions Inc. (SSI) an EVault value-added reseller based in Bellevue WA to design their system.

Crescent relies on EVault's InfoStage software suite to backup, recover and restore files in-house.

Leading Jeweler Turns to SSI to Keep Valuables Safe

"Not only are we getting a superior backup solution, we have also made significant improvements in our our Recovery Time Objectives"

EVault InfoStage cost-effectively backs up data from 123 stores and corporate offices, via the network, to a remote site 40 miles away. Automated disk-to-disk backup eliminates labor intensive manual tasks and reduces the frequent error-prone results associated with traditional tape-based solutions. Shortly after SSI implemented the EVault backup solution, a Crescent user lost a critical data file that had to be restored. *"In the past, it would have taken hours, if not longer, to restore the information and get the user operational again,"* said Eddie Ardila, Crescent's IT Operations Supervisor. *"With EVault, we restored the file in a matter of minutes."*



Recovering Precious Time

Rich Huber, Director of Information Systems, has noticed additional benefits. *"Crescent has been able to extend the time its systems are available to its internal users,"* Huber said. *"In the past, all users would have to log off the system by 8 p.m. to allow sufficient time to back up data. Now, if needed, users can work past midnight without impacting the backup schedule."*

Now that backups are totally automated, resources have been freed-up to manage the business rather than wasting time tracking tapes and managing computers.

The shorter backup window is due in part to EVault's DeltaPro™ advanced compression and delta-processing technology. This technology significantly reduces the amount of data required for transmission to a backup server or array, while still enabling a full restore from any point in time. By reducing the amounts of data required for transmission, storage volumes on the backup server or array grow slower so that additional disk space is required less frequently.

"Our J.D. Edwards-based system runs on IBM iSeries, and EVault was the only provider that supported iSeries as well as the other platforms," Huber said. *"I'm pleased we can easily restore files and libraries from any given day that the EVault backup ran. We recently added the complete backup of our SQL Server with very little effort. This enterprise solution means we know our data is safe, secure, and available whenever we have need of it- that is a good feeling!"*

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