

“Since installing SEP sesam, the time we spend working on backup related issues has shrunk by a factor of 90%. In addition, the acquisition cost of SEP sesam was less than the maintenance fee of our old backup software.”

John Carpenter
IT Director



Georgetown University

McDonough School of Business

Situation

Unreliable and faulty backup software was creating continual havoc for the staff of Georgetown University's McDonough School of Business, one of the most renowned business institutions of higher education in the country.

The University's IT Department had installed the existing backup software three years prior and from the very beginning of the installation process, had encountered difficulties. From the outset, the backup software was also more costly than expected, requiring additional, special software to accommodate the straightforward infrastructure. The vendor also had to create custom patches for other applications provided. The installation process, which should have taken a few days, went on for weeks and, unfortunately for the IT Department, never actually ended. The software never performed up to the manufacturer's promises. While using the old backup solution, administrators were continually asked to reconfigure and restart their backup systems, even though no changes were ever made to the environment or the network infrastructure.

CHALLENGE

The backup solution had proven it was beyond unacceptable and the software was continually failing during minor overnight backup tasks. Each error required a lengthy call to the vendor tech support and often called for custom code changes and hot patches. The situation became untenable when the software could not work with the new EMC DL3D1500 disk library installed at the school. An active search began for a better and more effective backup solution.

SOLUTION

The decision to move from the old vendor was difficult. The University staff had invested a great deal of time, money and training into the existing solution, but after three years of continued problems, it was decided to make a change and find a new backup solution. Yandrischovitz consulted other members of the Novell user community who all recommended he contact SEP Software Corp.

Mike Yandrischovitz, Data Systems and Security Manager for the University, contacted SEP engineers, downloaded the software and installed it. Within less than two hours, Yandrischovitz was able to obtain backups for the most critical applications, a vast improvement over the previous solution, which had required a lengthier setup and tweaking over several years.

“James Delmonico at SEP had us up and running in hours. I was getting a substantial amount of heat from our user community because our previous backup solution was unstable. We were never able to obtain reliable backups the whole time we were using the old backup software.”

SEP Software Corp. is the premier technology leader providing standardized and high performance backup and disaster recovery solutions for professional IT environments of all sizes. Its flagship product, SEP sesam, delivers seamless solutions to corporations' backup requirements.

SEP sesam ensures that data security for both virtual and physical environments can be easily and cost-effectively achieved. SEP sesam is the ultimate expression of German engineering and attention to detail. Design and programming originate from our German offices in Weyarn, near Munich, where overall performance and reliability are our utmost concern.

CONT'D.

"Thanks to the SEP sesam solution, we had reliable backups almost immediately and restores of critical data for our customers' everyday requirements were fast, easy and accurate. We are now all great fans of the software and the team at SEP," said Yandrishovitz.

"SEP engineers were instrumental in using SEP software to help diagnose a configuration problem with our new SAN switch. By isolating the problem, we were able to point directly at EMC and they reconfigured the switch and now, with the new software and new hardware, our backups are complete in less than eight hours."

According to John Carpenter, McDonough's IT Director, "SEP sesam and its helpful engineers took a major worry off of our plates. The new implementation has performed better than we could have expected; vastly better than the implementation from the previous non-solution. Our staff can now go home on time and I've almost covered the cost of acquisition of SEP sesam by returning scheduled overtime back to the operating budget. Backups that used to take a whole weekend are now complete in less than eight hours."

RESULTS

"Implementing SEP sesam has been truly instrumental in easing the workload and providing a quality backup solution for all of our customers. In fact, the implementation has allowed us to use other equipment including our 100-slot ADIC tape library, which was basically unavailable to us when using the other solution. The time we spend working on backup related issues has shrunk by a factor of 90%. In addition, the acquisition cost for SEP sesam was less than our annual maintenance fee for the old backup solution. Call us one happy customer," stated Carpenter.

ABOUT MCDONOUGH SCHOOL OF BUSINESS

Founded in 1957, Georgetown University McDonough School of Business is a world-renowned institution respected for its academic rigor and international focus.

Distinguished by its emphasis on global business and immersive approach to practical learning, Georgetown's McDonough School of Business offers undergraduate and graduate degrees in business administration that prepare students and professionals to achieve new heights of leadership and influence.

Situated at the hub of global business and political power in Washington, D.C., Georgetown's McDonough School of Business integrates traditional business coursework with an understanding of the political and social realities that shape global markets.