A US petroleum distributor whose Gulf Coast office was ravaged by floodwaters following a hurricane during the area’s June – November annual storm season. Fortunately the company has copies of backups both on-premise and offsite for 15 of its most mission-critical servers and they were able to recover their servers at another safe location to keep their business operations going.

However, recovery from the disaster was extremely time consuming because the on-premise and on-line backups were made using different software backup products and there was no coordination between the content contained within each.

The distributor found that some of the off-site backups were older copies of the same databases and information as contained in the on-premise backups. They were required to manually sort through all of the backups to determine what information was the most current – an extremely time-consuming and labor-intensive effort.

After this experience, the company decided to pursue a new data protection, backup and disaster recovery strategy to simplify and stream-line their backup procedures and to ensure data consistency between their on-premise and online backup archives. They chose Acronis® Backup & Recovery™ 11 because of its single pane of glass and full support for physical, virtual and cloud backup.

**Challenges:**
- Lost data and application downtime impact every company.
- It takes a long time to recover a system using traditional file-based backup and recovery software.
- When a system is down and there is time and production pressure, it could be difficult to identify all of the most current and correct information and the necessary steps for successful restoration.

**Solution:**
- Acronis® Backup & Recovery™ 11 Advanced Server
- Acronis® Backup & Recovery™ 11 Online

**Key Benefits:**
- Acronis Backup & Recovery 11 is proven software to protect customer’s data and systems.
- Acronis Backup & Recovery 11 enables bare metal restore to dissimilar hardware.
- Acronis Backup & Recovery 11 generates a Disaster Recovery Plan document that explains how to recover a system in plain terms even for non-technical user.
Implementation:

After a trial implementation, the company began deploying Acronis Backup & Recovery 11 Advanced Server for on-premise backup of all of its server systems. They also began using Acronis Backup & Recovery 11 Online as their off-premise bunker location for disaster recovery. With Acronis Backup & Recovery 11’s simplified staging, they implemented a rules-driven D2D2C backup procedure.

Results:

Working from on-premise disk images for its mission-critical servers the company was able to do a test recovery for each of the servers in about 15 minutes. With the Acronis® Backup & Recovery™ 11 Universal Restore™ option, some of the recoveries were done to standby or other servers that were from a different manufacturer.

The company also tested recovery from their Acronis® Backup & Recovery™ 11 Online archive and found the recovery times to be satisfactory for restoring backups over the network, depending upon the amount of network bandwidth they were able to dedicate to the recovery. The IT staff was also able to take advantage of Acronis Backup & Recovery 11’s automatically-generated Disaster Recovery Plan document, which contains step-by-step recovery instructions, and incorporate it as a key component in their Disaster Recovery contingency plans.

Recognizing that full disk recoveries from online backups would take a lot of time and would need to have considerable dedicated network bandwidth, they established a policy that specified that only restoration of incremental backups should take place over the network. If a full disk or bare metal restore from the Online backups was required, the company policy was set to use Acronis' Large Scale Recovery service, where backups are loaded onto a hard disk drive from Acronis Online Storage, and then shipped back to the customer's data center, as a more effective and less-time consuming Disaster Recovery method.