Acronis True Image Success Story – Progress Energy

Company
– Progress Energy

Industry
– Utilities and energy

Key Challenges
– Comply with disaster recovery challenges as identified by internal auditors
– Implement new solution as soon as possible

Environment
– Over 30 OEM and custom designed turbine control systems
– Primary operating systems are Microsoft Windows NT and 2000 Professional

Solution
– Acronis True Image 8

Business Benefits
– Business continuity — control processes can run during backup
– Fast implementation — minimal staff training
– Minimize downtime — systems can be restored in minutes

Company Overview
Progress Energy (NYSE: PGN), headquartered in Raleigh, N.C., is a Fortune 250 diversified energy company with more than 24,000 megawatts of generation capacity and $9 billion in annual revenues. The company's holdings include two electric utilities serving approximately 2.9 million customers in North Carolina, South Carolina and Florida. Progress Energy also includes non-regulated operations covering merchant generation, energy marketing, natural gas exploration, fuel extraction, rail services and broadband capacity.

The Situation
Two departments within the company, Combustion Turbine and Fossil Generation, required a new backup and disaster recovery solution for their generating plant control systems. The systems are used to control the plants' turbine generators and balance of plant equipment. These departments were looking to standardize on a solution that would comply with auditor recommendations for disaster recovery. Must-have requirements for the new solution were reliability and "ease-of-use." Ease-of-use was particularly important as the solution needed to be implemented as soon as possible to comply with the new disaster recovery procedures recommended by auditors.

Selection Process
Progress Energy was familiar with other products on the market and tested them. They were not quite ready to make a final selection when they became aware of Acronis True Image. The company tested the solution at one of the larger plants that runs a Windows-based control system. The pilot test was successful and the product lived up to Progress Energy's expectations.

Why Acronis True Image?
Progress Energy standardized on Acronis True Image because it was easy to configure and use and did not require an IT professional to run. A huge plus was the ability to continue to use a system while a backup job was running. Finally, Progress Energy was impressed that product licensing and registration was able to be restored, saving the time and effort usually required for licensing after a restore operation.

> We selected Acronis True Image because it was easy to configure and use. It did not require an IT professional. Our Technical Support staff enthusiastically accepted the application.
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> John C. Thomas
> Progress Energy Controls Engineer

Enthusiastic Acceptance of Acronis True Image
The implementation of Acronis True Image was a smooth, successful process. Technical Support Control Engineers deployed the product throughout the fleet of control systems running Windows operating systems. A smaller plant took a day or less to install Acronis and complete the first backup, while some of the larger plants took up to three days to fully implement and perform backup tasks. Currently, Acronis is being used on approximately 60% of the turbine control systems, all of which are using a Windows–based operating system. The Technical Support staff at each installation enthusiastically accepted Acronis True Image as the new backup and disaster recovery solution. With minimal training, the Technical Support staff was fully capable of running the software. In fact, Progress Energy was so pleased with the solution; they plan to expand the number of systems running Acronis True Image to include Unix–based systems running Sun Solaris when these systems are supported.

We feel that the implementation of Acronis True Image is a continuing success story. We have installed and are using Acronis True Image at several of our installations. We look forward to further Acronis True Image enhancements that will allow us to apply it to other systems that are not currently supported.

John C. Thomas
Progress Energy Controls Engineer

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For additional information, please visit
http://www.acronis.com/

Enterprise sales please:
Call +1 877 669–9749
E–mail sales@acronis.com

For distribution, OEM and reseller inquiries:
Call +1 650 875–7593
E–mail channel@acronis.com