

## Nominee: Arcserve

---

### **Nomination title: Arcserve - Datacentre ICT Storage Software**

#### **Product of the Year**

Arcserve UDP's key distinguishing features

Arcserve Unified Data Protection (UDP) delivers what today's businesses need: Assured Recovery. Its unified architecture sits across virtual and physical environments and offers unprecedented ease-of-use via a new, web-based interface. Advanced capabilities enable users to establish, test and improve Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) on-premise, off-premise and in the cloud.

Built on the foundation of very mature and proven Arcserve technology, this product offers a seamless solution from endpoint protection to remote archive site. By combining backup, replication, high availability, source-based data deduplication and true global deduplication, Arcserve UDP brings together multiple technologies in one simple solution.

With customised, feature-rich protection, Arcserve UDP supports a variety of environments to meet specific data protection needs in one console. This unified management console gives administrators the ability to test, measure and report recovery processes. Furthermore its improved operational efficiency, ease of use and wide-reaching capabilities combine to enhance time to value. Arcserve opens up business opportunities for MSPs through an open API and MSP-designed reporting.

The tangible impact Arcserve UDP has on the market and our customers

With UDP's next generation unified architecture mid-market customers can start small and add capabilities beyond traditional backup as they grow: whether that's replication, high availability or advanced virtualisation protection and recovery support. Arcserve UDP can be set up from anywhere between a few minutes per server to a few hours/days for an entire network depending on the size and environment.

Users can create and control recovery points, helping to define strict SLAs, providing shorter recovery times, reduced downtime and business loss. Reports can be produced instantly and as frequently as needed.

The product's automated disaster recovery (DR) testing of business-critical systems, applications and data, means no business downtime or impact to production systems. This testing takes place on a separate replica server, which can be located at a remote recovery site or hosting provider. Recovery testing can be fully automated, or scheduled with a reporting functionality that provides evidence for compliance auditors.

Arcserve UDP's ease-of-use and deployment, combined with enterprise-level capabilities, makes advanced data protection, recovery and availability much simpler to achieve than in the past, removing the complexity created by multiple point solutions.

The major differentiators between Arcserve UDP and our primary competitors

Arcserve UDP advanced deduplication technology combines powerful target-based in-Line Global Data Deduplication with intelligent source-based data deduplication: significantly reducing backup time and the amount of disk storage required to retain recovery points for extended periods of time.

Arcserve UDP's unique capabilities to convert backup images from physical to virtual and across different virtual Hyper Visors for rapid disaster recovery facilitate cost-effective DR without compromising on capability. For example, Arcserve UDP can convert a vSphere backup to a Hyper-V Virtual Machine in just seconds.

Unlike other products, Arcserve UDP's unified management console creates task-based data protection and availability plans. When combined, the plans form the organisation's data protection and availability strategy. This is distinct from traditional data protection solutions, where administrators are forced to protect highly complex environments using disjointed and ever-growing lists of backup software often across multiple products or systems.

Supportive quotes and case study materials to demonstrate the value of Arcserve UDP to our customers.

Cambridge University

The University of Cambridge Institute for Sustainability Leadership (CISL) works with leading thinkers to develop practical solutions to critical global challenges. It hosts executive education programmes, events and thinktanks. Arcserve UDP ensures CISL's virtual servers,

as well its data, are protected and continuously available. It helps safeguard 2.5TB of data across 23 physical and virtual servers, and automates core processes. Incremental backups, virtual standby servers and data replication provide the institute with a multi-layered approach to recovery management. “We didn’t realise how much Arcserve could deliver. As well as backing up to disk, Arcserve offers virtual standby machines and offsite replication,” says Ellis Karim, IT Manager at CISL, Cambridge University.

Arcserve UDP helped reduce backup times from 18 to two hours and can quickly recover a server in the event of an incident. This helps to safeguard not only its data but its reputation and the continuity of its activities.

#### Cork City Council

The council delivers local services to Cork residents to improve quality of life while sustaining a robust local economy.

Cork City Council was running out of storage space and urgently needed to reduce the capacity required for backups. It was also looking to reduce recovery times to safeguard the quality of public services. Arcserve UDP protects 10TB of data across 56 virtual and five physical servers.

Deduplication ensures daily incremental backups, which means 1.1TB of changes require only 142GB of storage. “Arcserve UDP is particularly suited for incremental backups to disk. Our previous solution only allowed full backups to tape,” explains Nora Smiddy from Cork City Council IS Operations team. “It meant we would be able to back up our entire virtual environment every day if we wanted because it is incremental and does not take up lots of space.”

With Arcserve UDP the council has freed up 3.5TB of storage capacity as well as IT time. It now has the capacity to provision new virtual servers and systems that improve staff productivity and public service delivery.

#### Comms-care

Comms-care is a leading strategic services partner to the IT channel supporting over 700 partners across the UK and Ireland.

The IT services company needed to simplify its time-consuming approach to disaster recovery to improve its own operations and launch new customer offerings. “With our customers’ total data protection requirements running into petabytes, we need a solution that is highly effective and simple to manage. Arcserve was by far the most flexible and cost effective solution” says Darren Briscoe, Technical Director at Comms-care.

With Arcserve UDP, Comms-care can protect data across multiple platforms and devices both internally and at customer sites. A system can now be recovered in an hour compared to 36 previously. A centralised and optimised approach to recovery management have enabled Comms-care to lower costs, reduce risk and maintain service excellence.

### **Why nominee should win**

- Unified architecture across virtual and physical environments offering exceptional ease-of-use via a new, web-based interface.
- Unlike our competitors Arcserve UDP has the capability to carry out inline global deduplication, reducing our customer’s storage requirements and significantly reducing backup times.
- Arcserve UDP’s unified management console creates task-based data protection and availability plans which no other vendor can offer.
- Allowing users to create their own recovery points helps businesses experience faster recovery reducing down time and business loss.