



IMPEX Technologies Solution Boosts Efficiency by 60 Percent.

CASE STUDY

BUSINESS GOAL

Replace an outdated backup system to increase efficiency and bandwidth throughout the enterprise.

SOLUTION

Employ IMPEX SAN implementation services for Tape backup software installation and configuration. Backup is now LAN free with lower backup network traffic. Backup windows have been widened and tape management simplified.

"The data backup process that used to take overnight now takes us minutes. Our remote locations are all properly coordinated; we no longer have to drive to remote locations or find old versions of software. We can take care of needs remotely and all systems are running the same software versions."

— Howard Huang, Sr. Systems Analyst,



Orange County Sheriff's Department

All organizations depend on fast, stable access to information, but seldom is that access as crucial to the public as when the information is needed for law enforcement.

The Orange County Sheriff's Department turned to IMPEX Technologies when IT experts determined that its computer systems—particularly its data backup systems—were no longer keeping up with the growing needs of the department.

FACING THE CHALLENGES

Orange County is one of the largest, most populous counties in California with a population of over three million. The Sheriff's Department has a staff of 4,000 and a huge geographic jurisdiction, almost 800 square miles. Needless to say, its IT needs are significant.

Senior Systems Analyst Howard Huang says, "It was clear that we had to organize our backup systems. We were using different versions of software, our system was not properly handling data from remote locations, and the administration and management of the systems was becoming more and more time consuming."

Backing up files, for example, was an overnight process, often continuing into the next workday. "We determined to simplify and standardize the entire department," he says.

THE IMPEX SOLUTION

Huang's IT team recognized that a Storage Area Network (SAN) reconfiguration was the solution of choice. They chose a series of servers and networking options and opened a bid for professionals who would provide a smooth installation. "We needed a company with knowledge and experience who could install the new solutions and also train us on the new software and hardware."

HARDWARE

- EMULEX FCHBAs

SOFTWARE

- Computer Associates BrightStor ARCserve Backup v9
- BrightStor ARCserve Backup Storage Area Network Option
- BrightStor ARCserve Backup Tape Library Option
- BrightStor ARCserve Backup Disaster Recovery Option
- BrightStor ARCserve Backup Agent for Open Files
- BrightStor ARCserve Backup Agent for Microsoft SQL
- BrightStor ARCserve Backup Agent for Microsoft Exchange
- BrightStor ARCserve Backup Remote Agent
- Veritas Volume Manager for HP-UX
- QLogic SanBox Manager

They chose IMPEX Technologies, whose 12 years experience, comprehensive in-house testing and product independence made it uniquely qualified to deliver customized solutions to meet the needs of the Sheriff's Department. Simply stated, IMPEX provided the best expertise for the lowest cost, a tremendous benefit to all organizations in times of budget reductions.

IMMEDIATE BENEFITS REALIZED

Immediately after software was standardized, the backup servers, whether local or remote, could be managed from one place. Backup windows were also widened, greatly speeding the process, and because of the fibre channel connections, the backup can now take much more data.

The greatest benefit of the IMPEX services? It was a matter of efficient, professional service in which the engineers installed the products to do exactly what the customers wanted. Huang estimates that his team, in charge of operations support, is 60 percent more efficient.

"As an example, the data backup process that used to take overnight, now takes us minutes," he says. "Our remote locations are all properly coordinated, we no longer have to drive to locations, find old versions of software. We can take care of needs remotely and all systems are running the same software versions."

"We are very pleased with the results," concludes Huang. "Our goals were completely met."

CONTACT INFORMATION

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