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Jose Rojo, Exchange Administrator, Sandler, Travis & Rosenberg, P.A.

Business Profile

Company Name:
Sandler, Travis & Rosenberg, P.A.
(ST&R)

Headquarters:
Miami, Florida

Industry:
International Trade Law

Founded:
1977

Business Environment:

- Offers customs and international trade consulting services to the public and private sectors.
- 55 attorneys practice from offices in Chicago, Detroit, Miami, New York, San Francisco, and Washington, DC.
- Operates international offices in Argentina, Beijing, Brazil, Canada, Hong Kong, and Mexico.

Vision Solutions Product:
Double-Take® RecoverNow™

Critical issue

As an organization that depends heavily on email, a Microsoft Exchange Server failure would severely cripple their operations.

Results

- Provides a layer of e-mail protection, which allows the firm to easily recover individual messages or mailboxes.
- Recovered data approximately 25 times and saved 10 hours each time.
- Replicates production data to centralized backup servers in real time.
- Manages backup and CDP operations from a centralized management console.

Technologies

- Double-Take RecoverNow
- Microsoft Windows 2003
- Microsoft Exchange Server in an active/passive cluster

Business Challenge

Sandler, Travis & Rosenberg, P.A. (ST&R) is an international trade and customs law firm concentrating in assisting clients with the movement of goods, personnel, and ideas across international borders. Being the leading provider of customs and international trade consulting services to the public and private sectors, it is vital that ST&R protect its working systems with the utmost care.

When an organization depends on its data, the challenge is to be able to recover that data with minimal loss and in the shortest possible time should the unimaginable happen. Microsoft® Exchange is an essential tool for ST&R and the firm needed to guarantee fast recovery in case of server failure or database corruption. Also, due to the continuous increase in database size, ST&R needed to regain control and order of its database backup window.

Solution

Initially, ST&R came across Vision Solutions through an Exchange 2003 book. However, the firm was later contacted directly by Vision Solutions and chose to see a demonstration of the newest product, Double-Take RecoverNow, a solution that provides Continuous Data Protection (CDP). With all of the hype in the industry today over CDP solutions, it is sometimes hard for organizations such as ST&R to separate the buzz from the benefit. ST&R had read about similar products that deploy continuous data protection in the past but was never impressed by the efforts of other competitors in the field. It wasn't until ST&R was involved in a demonstration of the Double-Take RecoverNow product that the tables turned.

Jose Rojo, an Exchange administrator at ST&R, explains, "I sincerely could not believe my eyes when I saw not only the capabilities of Double-Take RecoverNow but also the simplicity of the deployment - even in a Cluster environment!" He added, "Double-Take RecoverNow allows us to recover our data quickly and it only took a simple reading of the user manual to understand the recovery procedures. Double-Take RecoverNow is a very simple and powerful database recovery tool indeed."



While most organizations focus on disaster recovery, it is just as important for organizations to excel at operational recovery; i.e., the recovery of one or more applications and associated data to correct operational problems such as a corrupt database, user error or hardware failure. For the most critical data, such as e-mail, continuous data protection is necessary because even restored data that is five minutes old could cost the company thousands of dollars. Reducing or even eliminating dependence on periodic tape- or disk-based backup solutions and implementing a CDP solution can be a practical, affordable and non-intrusive way to ensure this never happens.

To date, CDP products have been viewed as high-priced 'niche' solutions. Double-Take RecoverNow changes that perception by providing something really useful for organizations – the ability to recover from isolated data disasters – and delivering it as a simple, easy-to-use software product that is affordable for companies of all sizes. For a company such as ST&R, Double-Take RecoverNow is an affordable data protection software solution and completely applicable for its servers.

Double-Take RecoverNow is a simple and cost-effective way to recover data to any point in time and resume workflow without the pain of recovering from tape. It works with Microsoft Exchange, SQL Server and other Windows-based applications. For ST&R, Double-Take RecoverNow provides an extra layer of e-mail protection, which allows the firm to easily recover individual messages or mailboxes.

Today, ST&R maintains a Windows 2003 Active/Passive Exchange 2003 Email Cluster running on Dell servers with a 1GB network and Double-Take RecoverNow cluster agents running on both nodes. Double-Take RecoverNow is set up to protect these servers for one week, then two weeks of hourly protection and one month of daily protection. This ensures that Double-Take RecoverNow snapshots are created every Friday and then backed up to tape. In this scenario, Double-Take RecoverNow is the primary backup tool while tape is used for archival purposes. ST&R has used the product to recover data approximately 25 times, each time saving around 10 hours of pain and hassle compared to the traditional method of Exchange database recovery, a total of about 250 hours saved. Double-Take RecoverNow also provided a much better response time to the user.

"I am very satisfied with Double-Take RecoverNow and the service and support from Vision Solutions is great," said Rojo. "I called several times in order to fix certain issues caused by the misuse of the product and the support staff was always very patient and professional. They were able to solve my issue and bring my system back to life."

In the future, ST&R plans to deploy an Exchange 2007 Single Copy Cluster running on Windows 2008 and will also protect that with Double-Take RecoverNow.

Rojo added, "As an Exchange administrator, the power and the peace of mind that Double-Take RecoverNow offers is very unique. Double-Take RecoverNow is an outstanding product."



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