

# Trico Engineering Consultants Disaster Recovery Solution

## SUCCESS STORY

### **Client:**

Trico Engineering Consultants, 133 person staff, provides services which include civil engineering, structural engineering, surveying, wetland delineation, permitting, endangered species evaluations, land planning, residential and landscape architecture.

### **Situation:**

The goal of this specific project is to provide the product and services required to successfully integrate a storage solution to address the increasing needs for storage space and data protection as well as a backup solution and that enables:

1. Trico Engineering personnel to spend minimal time on backup management.
2. Reduce the traffic on the network that the current backup causes, increasing user productivity.
3. Ensure data integrity, security and disaster recovery, so that Trico has the ability to restore all data quickly and easily in the event of data loss.

First, the amount of data that must be back up has grown to a size where it takes multiple tapes to perform one backup. Consequently Trico has avoided saving data to tapes due to the task of swapping manually, resulting in backups that are missed or delayed. Also, during backups, projects are accidentally left open. TSC noted that the amount of data that must be resorted in the case of data loss would take numerous hours resulting in loss of productivity. All of these factors leave Trico Engineering in a vulnerable position.

### **TSC Solution:**

To solve these issues, TSC replaced the current backup solution with a large capacity backup system to alleviate the manual swapping of tapes and enable a backup to be performed at night when no one is working, therefore reducing the traffic on the networks. TSC used Backup Exec 9.1 in order to realize reliable backups, Open File Option for Backup Exec which backs up any files left open on workstations, and Backup Exec "Exchange Agent" to back up email. TSC also installed the Disaster Recovery Option to Backup Exec to reduce the time to restore data from countless hours to a minimal amount of time.

### **Key Player:**

Jerry Moneer, Vice President

### **Results:**

Trico's IT staff appreciates the fact that they no longer are daunted with the task of swapping out tapes due to data exceeding the tapes cartridges' capacity. Since back up jobs did not have to continue running during business hours, they noticed a faster network during the day. Trico Engineering's Project Managers noted that they no longer had to make sure each end user closes their current projects, in order for the server to back up open Files. The Project Managers also found that this feature insured minimal management of file retention procedure, as well as minimal data loss due to end user oversight.

Trico Engineering's president, Andrew "Cleve" Gillette, found that the Intelligent Disaster Recovery Option provided him with the tools to recover business critical data in a fraction of the time it would've taken to recover from the standard Windows based integrated backup software. Therefore, allowing business continuance in the end equating to increased staff productivity and cash flow.

Lastly, an end user had accidentally deleted emails in the months following the back up solution implementation. Thanks to the Backup Exec Exchange Agent, the end user's files were restored in minutes. As a result, the end user saved face by not having to request duplicate copies of business related emails and contact information from clients.



[www.tscharleston.com](http://www.tscharleston.com)

4973 Rivers Avenue  
Building 300  
North Charleston, SC 29406

Phone: 888-347-3821  
Phone: 843-745-0045  
Fax: 843-745-0550