

## Hurricane Sandy No Match for Zetta Backup and Recovery

Westinghouse Lighting Corporation is a leading global manufacturer of over 5,000 electrical and lighting products for residential, commercial, and industrial applications. In October 2012, Westinghouse desperately needed to update their backup and disaster recovery solution.



**Westinghouse**

**Industry:** Manufacturing

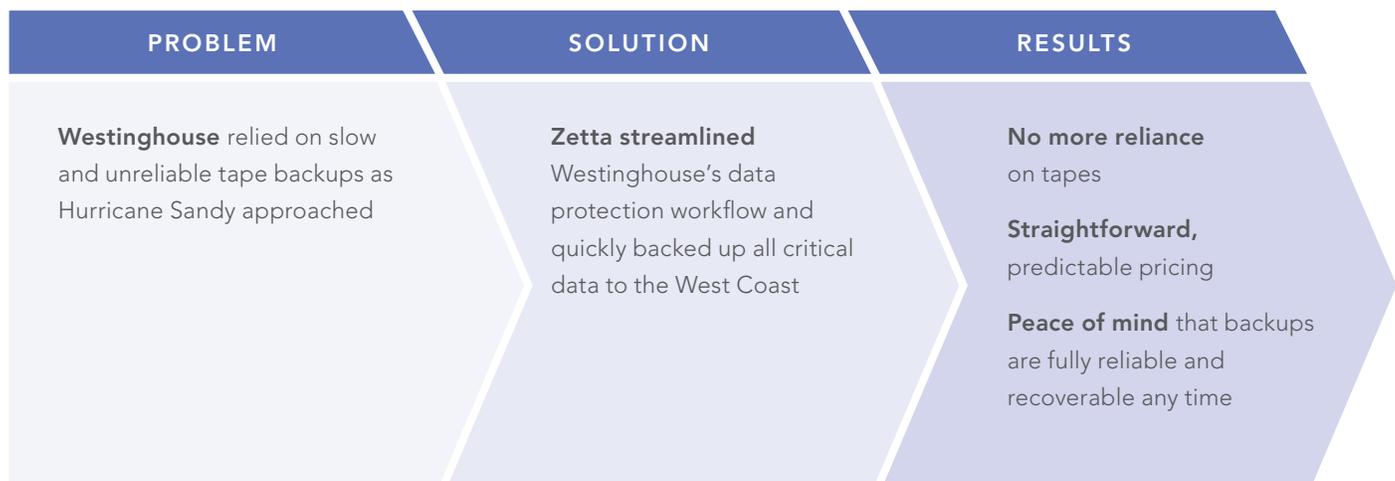
**Location:** Philadelphia, PA

**Company Size:** 150+ employees

**Zetta User Since:** 2012

**Data Profile:**

- 1.4TB of data on a NAS appliance
- Windows and Mac
- Databases: Microsoft Exchange, SQL, Dynamics Nav 2009



### THE PROBLEM

#### Unreliable Tape Backups Slow Down Business

Hurricane Sandy was the catalyst for Westinghouse, but they were already unhappy with the tape system they had in place. Tape backups took a lot of time and resources to manage. To top it all off, backups would often be incomplete or full of errors. Restoring data from tapes was an especially daunting task for the IT department. According to Carl Nestor, IT Specialist at Westinghouse, "Finding the [right] tape could take days."

## Delayed Response from Support Adds Difficulty for Data Recovery

Tech support with Westinghouse's Symantec backup software solution was also an issue. If the IT team ran into a problem and had to reach support for help, they'd have to wait hours or even days to get a response. Even worse, said Nestor, "Sometimes we never got any call back at all."

The combination of slow, unreliable backups and delayed response from support added up to a very real recipe for disaster when Sandy threatened. That's when Zetta came into the picture.

*"We now know, rather than hope, that we can do data recovery when we need to."*



## THE SOLUTION

### Zetta Gets Business-Critical Data out of Harm's Way

"We suddenly had keen interest in backing up our most critical data – not just ASAP, but also to a location far enough offsite that Sandy could not impact its availability," recalls Jesse Reyna, Westinghouse IT Supervisor. Zetta's first priority with Westinghouse was to get their data backed up offsite in time before the hurricane potentially hit their building.

Zetta helped Westinghouse quickly set up their backups with a volume on in Zetta's West Coast datacenter, out Sandy's reach. The Zetta Backup and Recovery service was able to back up all of Westinghouse's critical data in roughly eight hours – ensuring it was safely recoverable as Sandy roared over the US East Coast.

### Simple Backup, Pain-Free Restores

Soon afterward, Westinghouse moved the majority of its servers over to Zetta. Backups were now automatically getting sent offsite to the cloud, so IT no longer had to worry about managing them. Restores also became a much faster and pain-free process. "I've had to do a restore on our file server a few times, and doing it with Zetta is so easy compared to our old tape," said Reyna. "It's a breath of fresh air."

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### Excellent Customer Support Reaches Out to Help

Westinghouse was also pleasantly surprised by Zetta's proactive customer support. At one point, Zetta support actually called them to suggest ways to back up that would require less storage – and therefore cost less. "That was a surprise," Nestor said, "a vendor reaching out to suggest how we could spend less money with them."





## THE RESULTS

### Simple Pricing Lowers IT Costs

Today the IT team at Westinghouse can finally breathe a little easier. They've been able to significantly cut down on backup costs since switching to Zetta. According to Reyna, "We like Zetta's simple, straightforward – and affordable – pricing... we didn't have to add any on-premise hardware... there were no other startup costs. Plus, it's scalable"

*"Switching from tape-wrangling to Zetta's automatic set-and-forget, and with Zetta's quick and easy recovery, I've regained hours of my time, allowing me to focus on other IT tasks."*

### Automated Backups and Easy Restores Save Valuable IT Time

When asked what the biggest difference in their day-to-day activities has been, the answer for the IT team was straightforward: no longer having to manage tapes daily is a relief. Nestor said, "Switching from tape-wrangling to Zetta's automatic set-and-forget, and with Zetta's quick and easy recovery, I've regained hours of my time, allowing me to focus on other IT tasks."

### Moving to Zetta Gives IT Team Peace of Mind

Switching to a reliable data protection solution has also given the IT team at Westinghouse an invaluable benefit – peace of mind. Reyna remarked, "We now know, rather than hope, that we can do data recovery when we need to."

