Situation

In 2010, Scripps College was using CA ARCserve backup software for its data needs; however, Scripps was running several legacy systems using NetWare and, since ARCserve did not support NetWare, it was becoming more and more evident that they needed to find a new backup solution that would support their entire environment.

In addition, their backup software was creating problems on other backup fronts as well. “We were having problems with ARCserve getting our backup windows to complete in less than three days. The most significant problem was verifying that backups actually happened at all. Reports from ARCserve were not very detailed and finding the details could be quite difficult.”

Challenge

Scripps required a new backup solution that could support their diverse environment, improve backup times, and allow themselves to grow. They also needed a solution that would be able to support their legacy systems all while working on a school budget, which is always a challenge to execute.

“When I tried to contact support to resolve the matter, there was often a language barrier. I would send support details on the issue and was asked the same questions I had already supplied,” Jeffrey Sessler, IT Director at Scripps, described his experience. “We wanted support where we could have contact with first tier people, who know what is going on with the product and have a good command of the English language,” Sessler emphasized.

CONT’D.

“...”
Sessler discovered SEP sesam through multiple Novell events and forums, including Novell’s Technology Transfer Program (TTP) where he became better acquainted with the product. “Beginning several years ago, I heard [SEP sesam] mentioned more frequently and there seemed to be a lot of interest in it. It sounded like a lot of people were moving to [SEP sesam] and were being very successful with it,” recalled Sessler.

Sessler discovered that, in fact, the best product to support Scripps’ environment was also the most affordable and contained the most added value. “While investigating replacing ARCserve and looking into what licensing is like today, we discovered that SEP sesam is much more competitive, especially when we looked at all the various features like VMware backup and SQL agents, which cost significantly less than other replacement options,” said Sessler. “We have been working a lot more with VMware. SEP sesam’s support of VMware is fantastic because we won’t have to go license another product like VEEAM to do a backup.” Unlike competitors, SEP sesam uses volume-based licensing for the amount of storage space each customer actually uses, versus price-based on the total capacity. This proved to be extremely beneficial for Sessler when trying to gain budget approval for a new backup solution.

Sessler went on to say, “What amazed me was the diversity of SEP sesam’s agents, including the ones we used to use, like VMS, which very few companies support. It really gave me confidence knowing that by choosing SEP, even if we had to keep legacy systems longer than intended, our entire system would be supported. Also, when I started looking into various vendors, SEP was the only one who was truly responsive and interested in engaging with us. Other vendors and big name brands would give us a licensing book and say ‘take what you want’ and that was it.”

Sessler recalled, “The SEP sesam installation was the single best experience I have ever had deploying a product. I did a remote session with an SEP engineer and within an hour the product was up and running. It was clear, concise and the engineer I was working with knew the product inside and out. He knew the client systems we would be backing up and by the time we finished, I had a fully functional system ready to go.”

Sessler found exactly what he was looking for in support with SEP sesam. “Questions are answered quickly and with exactly the information that I need.”
The biggest improvement I noticed when we went into production was the backup speed. Our backup window went from 3 days or more, to 90 percent of our systems backed up and completed within the first 3 hours. Of course, several of our legacy systems are slower, but we had our entire system done in less than 20 hours. As soon as all of our legacy systems are updated, we expect to see everything done in less than 3 hours,” declared Sessler. “When I look at our backup performance and the fact that we are ingesting something like 800 MB per second through the backup and off to our data domain, that’s just impressive! Most of our stuff today is on 10 GIG and we really benefit from how fast the SEP engine is. It’s unbelievable.”

Sessler described the ease of use of SEP sesam as fantastic. “Now, every morning at 7:30 AM I get an email that tells me exactly what backed up at a glance. You seldom have to consult documentation and it’s pretty self-evident how to make something happen. The simplicity of being able to do complex things is great. The idea of how to set up a backup schedule was foreign to me compared to what I was used to with ARCserve. You can have multiple backup jobs scheduled on the same day and [SEP sesam] is smart enough to know which should take precedence. It’s great!”

Scripps College has plans to expand their network by adding a new data domain in a separate location, expanding their virtual machines and adding new clients. SEP sesam will be an integral part of this development. Sessler has already recommended SEP sesam to many other higher education institutions. In fact, he stated, “If you are in EDU, this is the product to be using.”

“We really benefit from how fast the SEP engine is. It’s unbelievable.”

Jeff Sessler
IT Director
SEP Software Corp. is the premier technology leader providing standardized and high performance backup and disaster recovery solutions for professional IT environments of all sizes. Its flagship product, SEP sesam, delivers seamless solutions to corporations’ backup requirements.

SEP sesam ensures that data security for both virtual and physical environments can be easily and cost-effectively achieved. SEP sesam is the ultimate expression of German engineering and attention to detail. Design and programming originate from our German offices in Weyarn, near Munich, where overall performance and reliability are our utmost concern.

Scripps is a private, women’s college located in Claremont, California with approximately 1,000 students and 500 faculty members. Scripps is a member of the Claremont Colleges, or colloquially known as the 7Cs. The Claremont Colleges are an American consortium of five undergraduate and two graduate schools of higher education, whose campuses are adjoining and are all within walking distance of one another. The mission of Scripps College is to educate women to develop their intellects and talents through active participation in a community of scholars so that as graduates they may contribute to society through public and private lives of leadership, service, integrity, and creativity.

SEP has been delivering the widest range of backup products for enterprise level customers since 1996. With thousands of installations worldwide, SEP has developed the fastest and most reliable data-backup solution available today. SEP sesam is ideal for businesses of all sizes and has proven its value for thousands of organizations across the globe. From banking to retail to education to healthcare and more, SEP sesam delivers unsurpassed performance. US and Canadian Governments, as well as many other governments around the world and thousands of customers spanning six continents, rely on SEP sesam to attain their data protection strategies.