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Korey Hildebrand
Information of Technology Team Lead

Winnipeg Technical College

Situation

After several years of using Backup Exec as their primary backup product, Winnipeg Technical College had come to a point where they could no longer overlook its shortfalls and began the search for a faster, more reliable solution.

Continual data growth had rendered daily full backups unattainable within their allotted eight-hour backup window. In fact, the backup windows had grown to over fourteen hours and the IT Department knew they would only increase over time as data continued to grow.

CHALLENGE

"We needed a faster solution. We couldn't fit all the backup jobs into each backup window that we needed to and we were also having a lot of jobs failing. After a while we were rotating jobs and only backing up certain sets of data every other day and it was still going outside our allotted backup windows," stated Korey Hildebrand, Information Technology Team Lead for Winnipeg Technical College. "To make things worse, Backup Exec's support was terrible. It took forever to get anyone on the phone and then you'd just get tossed around from India to Argentina, back to the US and then to India again. If that wasn't frustrating enough, sometimes they would blame us or our infrastructure instead of acknowledging there was a problem with their software. Once we switched over to SEP, all of those problems went away. We didn't change anything but the backup software and now everything works perfectly," continued Hildebrand.

"Managing Backup Exec was a constant battle. I can't even estimate how many hours our staff spent trying to get it to work," said Hildebrand.

SOLUTION

"We saw how easy it was to install SEP and we were immediately impressed. After testing it for a short period of time, it was a no-brainer. The production installation was incredibly fast. It was easy and set up right the first time. We worked with one of the techs and he had our entire college switched over to SEP in under three hours. He even gave us some great tips on other parts of our environment along the way. He really knew his stuff. We were impressed," stated Hildebrand.

SEP Software

SEP Software is the premier technology leader providing high performance backup and disaster recovery solutions for professional IT infrastructures of all sizes. SEP delivers seamless solutions with one central interface to easily manage backups for heterogeneous environments.

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

RESULTS

"Now that we're using SEP, we are back to doing full backups of all our data every night and we don't have to worry about what order we're running our jobs in. We just start all jobs at once and they are complete withinn four to five hours. We can just set it and leave it," continued Hildebrand. "Once SEP is set up, it pretty much manages itself. We may have to check the servers to see if they are having a problem if we get a warning message, but that's about it."

Hildebrand went on to say, "SEP seems to have everything we've ever wanted in a backup solution. I can't really think of anything else I wish I could have. It is very easy to use."

When asked what his favorite feature was, Hildebrand replied, "SEP actually works! I know that may sound strange, but it's true. I also appreciate that I can start all my backup tasks at the same time and the software will run idependently and finish on time. I don't have to figure out an order or juggle anything for the jobs to work and finish on time, SEP just handles it."

"I would absolutely recommend SEP to anyone. We've already told several other colleges in our area they should switch to SEP," concluded Hildebrand.

ENVIRONMENT

Winnepeg has a heterogeneous environment with different flavors of Windows and Linux. The main data center is a clustered environment split between two buildings with backups residing in a third building. They have transferred from a blade system to individual servers spread across these three locations. The majority of their servers are virtual, running on VMware and using SEP to backup both image level snapshots through the VMware API, but also getting file level granularity as well.

ABOUT WINNIPEG TECHNICAL COLLEGE

Winnipeg Technical College provides secondary and post-secondary students with applied skills training for careers in Health Care and Human Services, Information and Business Technology, and Skilled Trades, such as Welding, Automotive Mechanics and Technical Drafting. Spread over 3 campuses and 2 ESL (English as a Second Language) locations, the College operates 12 months a year. Students may start many programs at various points throughout the year. Students also have the flexibility of acquiring complementary skills from more than one program. Training may be interrupted and resumed with no loss of credits at any time.

SEP
Backup & Disaster Recovery

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