Furniture Brands Case Study

Accomplishments

Furniture Brands reduced backup and off-site archiving costs by 50% and simultaneously added higher-availability recovery capabilities.

Goals

Furniture Brands management tasked its DR team with improving system recovery time in the event of a disaster and achieving more reliable, and auditable backups. DG Technology Consulting was already the incumbent solution provider and business partner. DG Technology brought SecureAgent to the table to help Furniture Brands reduce costs and improve the efficiency of their disaster recovery processes. By partnering with DG Technology and SecureAgent, Furniture Brands was able to provide better service for their business users while managing a tight budget. The evaluation process was valuable in demonstrating the technology and solution to the business constituents.

"**We saved half the cost, and are now able to recover from an outage 4 times faster than we were before",** explains Lacey Griffith, the Furniture Brands Director of IT Operations who spearheaded the project to bring in the SecureAgent® Secure Data Solution®. **"Over a 3-year period, we will save nearly $300,000. The entire project pays for itself in 10 months,"** Griffith added.
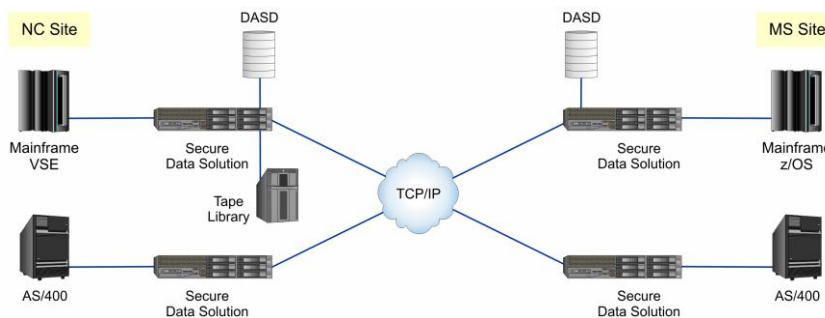
biggest names in the furniture industry under a single umbrella, including Lane, Thomasville, Drexel Heritage, Broyhill, Henredon, Hickory Chair, and many others. The assimilation of these formerly independent companies required integrating a wide variety of disparate systems and backup strategies. "**One of the things that makes the SecureAgent Secure Data Solution so attractive is its ability to handle all of our different systems with one solution**," Griffith explains. The Secure Data Solution does this by emulating a customer's existing tape infrastructure so that only minimal changes are necessary to introduce the solution to a new environment. The SDS can often accomplish backups and off-site movement of data that would require two or even three other products to accomplish.

Tape Backups: A Thing of the Past?

Large recovery and archiving companies like SunGard, IBM, and Iron Mountain are all introducing tape alternatives in one form or another. The business focus is now on limiting the role of tape, and utilizing virtual tape technologies to improve the reliability of backups, decrease recovery times, and save companies money.

The Solution

SecureAgent's Secure Data Solution offers a unique patented approach to migrating away from today's common tape backup strategy onto a coordinated intelligent network of virtual tape systems. Unlike any other disk-based backup solution, the individual

About Furniture Brands International

Furniture Brands International is a leading designer and retailer of home furnishings, with annual sales in the range of $1.3 billion. Its data backup environment faces unique challenges. Furniture Brands International has successfully integrated some of the

SecureAgent virtual tape units all operate in conjunction with one another to make sure backups at each location occur successfully, and to provide each requested tape wherever it needs to be mounted. This is accomplished using the patented, intelligent catalog system so that every location knows about every tape image in an enterprise, regardless of

where the image might reside. If a system needs a particular tape mounted, it simply issues a mount request in the normal fashion. The intelligent catalog handles the task of moving the image from wherever it is, to wherever it needs to be. The catalog system also handles moving data from old-style physical tapes to virtual tape on disk whenever necessary, so integration with existing tape infrastructure is practically seamless.

"The Secure Data Solution has changed the way we handle our entire recovery process. We are confident we can recover from a significant disaster in far less time than we ever could have in the past, and we're paying less to do it."—Randy Wilburn, Furniture Brands Manager of Technical Services

Benefits

Complete Integration

Furniture Brands can now back up their iSeries, VSE, and z/OS systems on a single virtual tape system. When comparing the SDS to other solutions, SecureAgent is far less expensive because one system can handle everything.

Security

Every image Furniture Brands backs up to disk is automatically encrypted. No unencrypted images are ever sent off-site anymore. The Secure Data Solution was a critical piece of our regulatory compliance effort.

Elimination of Tape

Expensive arrangements to move tapes off-site nightly and then at a later date ship them to a recovery site are no longer necessary. A reciprocal Secure

Data Solution at each site backs up each data center. Recovery is automated and can all be done remotely with full security. **"The Secure Data Solution allowed us to move our backup window to earlier in the evening, allowing us to eliminate the need for a third-shift operator who previously had to be on-site to manage the tapes and backup,"** said Griffith.

Remote Administration

Disaster Recovery planners can now begin the DR process remotely. Furniture Brands can find particular VOLSERs, mount them on drives, initiate the IPL with the remote HMC tool, and respond to all messages from encrypted consoles. No one needs to even be present at the DR facility to get the DR process underway. This alone saves Furniture Brands hours in travel time.

Improve Recovery Point Objective

Backups now require a far shorter period of time, so flash copies of the DASD are done multiple times per day. This has dramatically improved Furniture Brands Recovery Point Objective.

When companies embark on a project to reduce or eliminate archaic tape backup solutions, problems integrating years of these disparate solutions can become insurmountable. The Secure Data Solution allowed Furniture Brands to easily overcome these problems and to quickly implement a solution that saved money, accommodated all of their mainframe and iSeries systems, accommodated their diverse backup infrastructure, and solved regulatory and auditing issues.

About SecureAgent Software®

SecureAgent Software has been helping customers manage sensitive data for more than 20 years. Many of the largest banks, credit card processors, communications companies, and airline in both the US and Europe use SecureAgent products in critical areas of their daily operations. SecureAgent products play an integral role in secure remote console access, data backup and recovery, advanced automation, integrated tape management, and disaster recovery.

About DG Technology Consulting

DG Technology Consulting is committed to supply best-in-class technology services and solutions that help our clients meet the changing world of information technology. A key component for success is to ensure that IT solutions are aligned with the business. DG Technology focuses on three key areas: Information Security, Information Automation, and Information Management across all platforms—desktop to mainframe. DG Technology leverages years of experience and an extensive network to supply the right solutions at the right price.