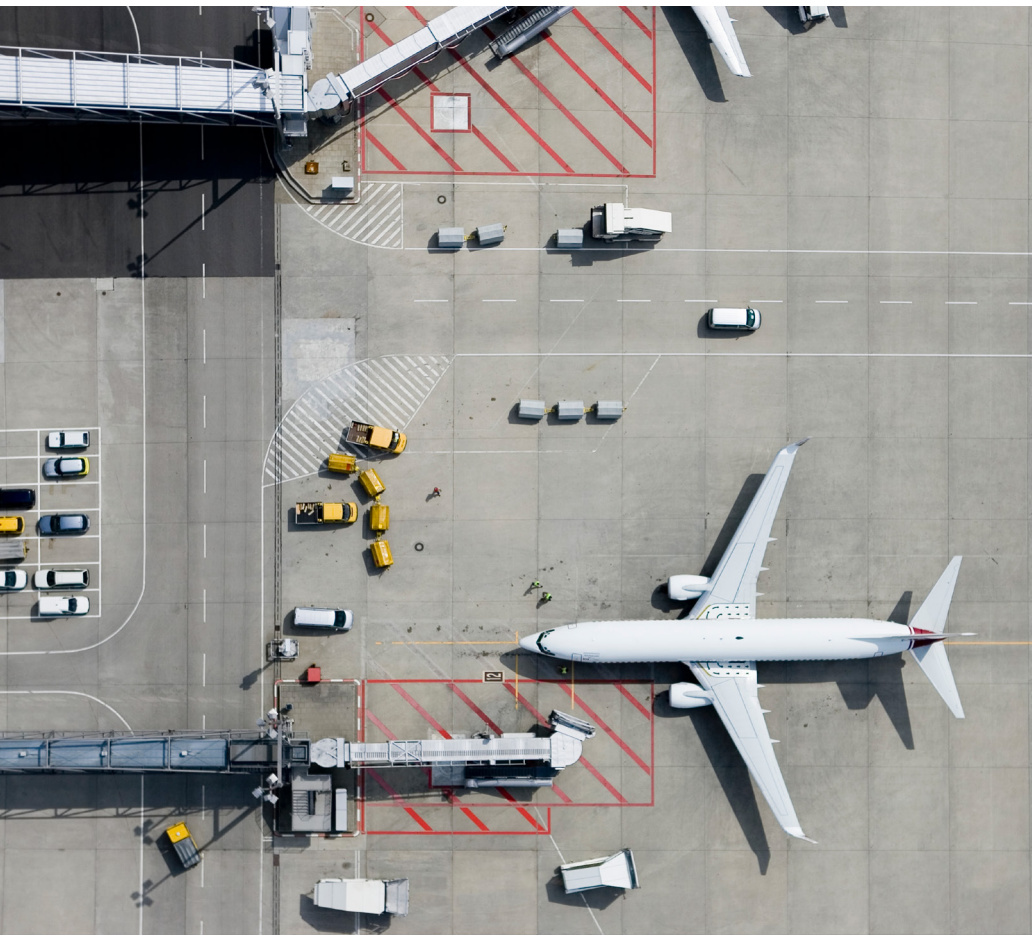




Airplane repair firm reduces risk with effective backup and recovery

AE&C Services slashes RPO by 98 percent and RTO by 92 percent while reducing IT workload an hour a day with reliable, automated backup, recovery and replication software from Quest®



CUSTOMER PROFILE



AE&C SERVICES

Company AE&C Services
Industry Aerospace
Country United States
Website www.aencservices.com

BUSINESS NEED

To ensure business continuity and regulatory compliance, and to free up its lone IT resource for critical projects, AE&C Services needed reliable, automated backup and recovery.

SOLUTION

The company was able to limit data loss (slashing RPO by 98 percent), ensure quick recovery (cutting RTO by 92 percent) and save an hour of IT staff time each day using the Quest® backup, replication and recovery solution.

BENEFITS

- Limited data loss with reliable, automated backups, slashing RPO by 98 percent — from 48 hours to one hour
- Ensured quick recovery, cutting RTO by 92 percent — from 48 hours or longer to half a day
- Reduced IT workload by an hour a day, thereby enabling other important initiatives
- Reduced costs by 10 percent by eliminating the need for after-hours and weekend backup and recovery work
- Ensured regulatory compliance by providing disaster recovery

SOLUTIONS AT A GLANCE

- Backup and recovery.

“We currently have Rapid Recovery take snapshots every hour. Therefore, we have been able to cut our recovery point objective from two days to just one hour, minimizing data loss to a level we are comfortable with.”

Jason Holland, System Administrator and Software Developer, AE&C Services

When your data is mission-critical, you need dependable backup and recovery. And when your business is subject to compliance regulations, the stakes are even higher. AE&C Services is certified by the FAA and EASA as a Part 145 Repair Station in component repair and overhaul, specializing in electromechanical, hydraulic and pneumatic-type aircraft components and accessories. For reliable backup and quick recovery of its mission-critical data, AE&C Services relies on Quest® Rapid Recovery.

GROWING THE IT INFRASTRUCTURE OF A SMALL BUSINESS

Like many fledgling small businesses, AE&C Services began with an IT infrastructure comprising little more than a few desktop computers and a Microsoft Access database for managing work orders, inventory and so forth. As business grew, however, the company quickly recognized that Microsoft Access could take the business only so far; for example, sharing the database across the new network was impractical for performance reasons. Accordingly, the company's lone IT staff member created a SQL Server database and began building a comprehensive content management system (CMS), which has evolved over the years into a mission-critical solution for AE&C Services.

"The custom CMS software and the SQL database are absolutely critical to our business," explains Jason Holland, system administrator and software developer, AE&C Services. "Everything is integrated in there, including inventory, work orders, purchase orders, sales, and shipping and receiving information. It's now 5TB, and it continues to grow every day."

PROTECTING BUSINESS-CRITICAL DATA AND APPLICATIONS REQUIRES RELIABLE BACKUP AND RECOVERY

To provide backup and recovery for that critical data, AE&C Services was using NovaStor's NovaBACKUP. However, the solution required a great deal of manual intervention and failed to deliver either the recovery point objective (RPO) or the recovery time objective (RTO) that the company needed — especially since the building is in an industrial area that experiences frequent short power failures.

"NovaStor is a lot like Windows Backup. It is pretty straightforward, but it does not offer much automation. I had to manually enter the SQL Server information, and I was constantly checking the backups because they were frequently corrupted or incomplete," Holland recalls. "When a blackout occurred, I often had to go back several days to find a good backup, which meant we would lose 48 hours of work or more — which could easily include many dozens of new work orders as well as updates to existing work orders and inventory. In addition, the restoration process often took 48 hours or longer; I have spent entire weekends getting everything back up."

This unreliable and manual backup and recovery process was untenable for multiple reasons. Not only was AE&C Services at risk of losing critical data, but its only IT resource was spending far too much time babysitting backups and struggling with restores, limiting his availability for projects that would move the business forward. Moreover, the company was at risk of failing to comply with FAA requirements, which require keeping printed work orders and repair manuals available on site. If disaster struck, AE&C Services could not be assured of being able to produce those materials.

PRODUCTS & SERVICES

SOFTWARE

Rapid Recovery.

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Jason Holland, System Administrator and Software Developer, AE&C Services

SLASHING RPO BY 98 PERCENT WITH RELIABLE, AUTOMATED BACKUPS

AE&C Services recognized that it needed a solution that would provide reliable, automated backup and quick recovery, along with disaster recovery. Then they were introduced to Rapid Recovery — advanced data protection that unifies backup, replication and recovery in one, easy-to-use software solution. Between the product's broad functionality and the reputation for excellence of Quest, AE&C Services quickly decided to implement Rapid Recovery.

With Rapid Recovery, AE&C Services is able to protect its mission-critical workloads and data with snapshots it can count on, as often as every five minutes. "We currently have Rapid Recovery take snapshots every hour," says Holland. "Therefore, we have been able to cut our recovery point objective from two days to just one hour, minimizing data loss to a level we are comfortable with. And Rapid Recovery is completely reliable; it does what it's supposed to do. I no longer have to constantly be checking on backups and tweaking settings."

Rapid Recovery also makes scheduling backups a snap. "With a lot of backup software, to change the schedule, you have to delete your entire schedule and backup process and then rebuild your configuration with the change you want," Holland explains. "With Rapid Recovery, I can set the snapshot frequency and other options easily, and I can make changes without interrupting ongoing processes or having to delete all my backups and start over. For example, I can extend the snapshot schedule from every hour to every two hours if I need to, and Rapid Recovery doesn't miss a beat."

CUTTING RTO BY 92 PERCENT WITH EASY RECOVERY

Moreover, with Rapid Recovery, AE&C Services can recover quickly from a failure — so Holland knows he will never again have to spend a whole weekend painstakingly restoring the environment.

"I've dealt with Novell backup, tape backups and a variety of software backups — often you have to go through several clicks and three or four tabs to find what you're looking for," explains Holland. "The Rapid Recovery UI is very smooth. If some file needs to be recovered, you can just go in there and boom, you're looking at it. Because I have added a battery backup to handle the blackouts we experience, I have not had to make a large-scale recovery, but I estimate it would take less than half a day with Rapid Recovery, rather than the 48 hours or longer it used to take."

AN HOUR OF IT STAFF TIME SAVED EACH DAY, ENABLING DISASTER RECOVERY PLANNING AND REGULATORY COMPLIANCE

By eliminating all the after-hours and weekend time Holland used to spend making sure backups ran properly and restores were complete, Rapid Recovery has enabled AE&C Services to reduce costs by 10 percent. In addition, Holland is saving an hour of work each day, giving him more time to focus on other projects critical to the business, such as the disaster recovery planning required for both business continuity and regulatory compliance.

"Because Rapid Recovery is so reliable and easy to use, I save an average of an hour of work each day on backup and recovery," Holland reports. "With that time, I've been able to use Rapid Recovery

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to implement a disaster recovery strategy and achieve compliance with FAA regulations. In particular, the FAA requires us to keep printed copies of the updated work orders and the manuals the technicians use. With the Rapid Recovery backup repository offsite, if the main building were to go up in flames, I could quickly get another server and be back up within a couple of days. Because we could reprint all of the required documents, we are now in compliance with the regulations.”

THE RIGHT VENDOR AND THE RIGHT SUPPORT

For AE&C Services, Quest is simply the right vendor, delivering both quality products and outstanding support. “For me as an IT system administrator, the stability of the Quest products is very important: I have confidence, almost before I use a Quest application, that it will do what it is supposed to do,” Holland notes. “Plus, Quest Support is

different from other vendors’ support. Quest Support works with you the way you want — they will either answer your questions or remote in and fix the problem for you. And they work to make sure you understand, not just to solve the problem. That level of care really sets Quest apart.”

ABOUT QUEST

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple to use, and they deliver unmatched efficiency and productivity. Combined with Quest’s invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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