

## Housing authority slashes backup & recovery workload by 30–50%

The Housing Authority of the Cherokee Nation ensures reliable delivery of its services while reducing IT workload and storage costs with Quest AppAssure



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*Tonia Williams, CIO-IT Director,  
Housing Authority of the Cherokee Nation*

### CUSTOMER PROFILE



<b>Company</b>	Housing Authority of the Cherokee Nation
<b>Industry</b>	Government
<b>Country</b>	United States
<b>Employees</b>	170
<b>Website</b>	<a href="http://www.hacn.org">www.hacn.org</a>

### BUSINESS NEED

To ensure delivery of critical services, the Housing Authority of the Cherokee Nation (HACN) needed a backup and recovery solution that was reliable, efficient and easy to use.

### SOLUTION

With Quest AppAssure, HACN can now manage backup, replication and recovery from a single easy-to-use interface. HACN can recover an entire virtual server in 10–15 minutes, has reduced IT workload by 30–50 percent and has cut storage costs with a 1:3 compression ratio.

### BENEFITS

- Delivered peace of mind with reliable backup and recovery
- Reduced IT workload by 30–50 percent
- Enabled recovery of an entire virtual server in just 10–15 minutes
- Reduced storage costs with a 1:3 compression ratio

### SOLUTIONS AT A GLANCE

- Backup & recovery

The Housing Authority of the Cherokee Nation (HACN) is dedicated to helping all Cherokee citizens with housing needs, overseeing \$28.5 million in federal programs that aid Cherokee citizens with low-income rental housing, senior housing, rental assistance, college housing and more. HACN's non-federal New Home Construction program helps build affordable homes for Cherokee families. For a reliable backup and recovery solution that was also easy to use, HACN turned to Quest.

#### **NEEDED: RELIABLE BACKUP AND RECOVERY**

In 2012, the Housing Authority became a separate entity from the Cherokee Nation, and it needed to establish an IT infrastructure that would support its current and future needs, and that could be supported by HACN's smaller and less experienced IT staff. However, the infrastructure HACN inherited was less than optimal. A major concern was ensuring reliable backup and recovery in the new environment.

"Having reliable backup and recovery is essential to the Housing Authority — if systems or data cannot be restored in a timely manner, it could affect the entire organization," explains Tonia Williams, CIO-IT director of HACN. "Our services to those in need would stop, staff and vendors would not get paid, and funding could be jeopardized."

HACN IT staff knew that the legacy backup and recovery solution, Symantec Backup Exec, took up a great deal of precious administration time that it could not afford. "From our experience with Symantec Backup Exec, we knew that it required more

administration needs than we would have time or staff experience for," notes Williams. "The system admin would need to spend at least 30-50 percent of his time reactively focusing on backups and dealing with the quirkiness of Backup Exec instead of being able to be proactively focused on the needs of the Housing Authority."

#### **BUILDING A NEW IT INFRASTRUCTURE WITH QUEST**

As HACN began building its new IT infrastructure literally from an empty server room with inadequate electricity, the IT group made sure to carefully evaluate the backup and recovery solutions on the market, including products from EMC, CA and Veritas. "We looked at a number of other solutions, but we chose AppAssure because it fit not only our needs and our budget but also our circumstances — lack of time, experience, and staff," recalls Williams."

"With AppAssure, we were able to restore exactly the database that Payroll needed in less than 10 minutes — now people think of IT as the ones who can save the day."

*Tonia Williams  
CIO-IT Director*

#### **PRODUCTS & SERVICES**

##### **SERVICES**

[Quest AppAssure](#)

## RELIABLE BACKUP AND FAST RECOVERY

The Housing Authority of the Cherokee Nation is delighted to have a backup and recovery solution that is reliable, efficient and easy to use. "We have 31 virtual machines, and we take a snapshot of most of them every three hours," explains Jeff Sparks, lead systems administrator at HACN. "AppAssure sends me an email about the backups every night, so I simply check my email every morning and I know what happened — 99 percent of the time there are no problems at all. There's really nothing to it. It takes care of you."

Recovery is also quick and easy, which reduces IT workload while enabling them to better serve users. "For example, recently Payroll forgot to record the quarter close figures. Using the legacy tape-based solution, just finding what we needed to restore would have taken up to an hour before we could even start the restore — people dreaded even having to ask IT for anything," recalls Williams. "With AppAssure, we were able to restore exactly the database that Payroll needed in less than 10 minutes — now people think of IT as the ones who can save the day."

## 30–50 PERCENT TIME SAVINGS AND GREAT DEDUPE

AppAssure has been far easier to use than HACN's previous solution, resulting in reduced costs. "We have saved a great deal of time, which ultimately is staff salary," reports Williams. "AppAssure has cleared up a good 30-50 percent of staff time that can now be focused proactively on other critical business needs, such as disaster recovery."

HACN has also achieved additional savings through reduced storage needs. "We estimate we have achieved a 1:3 compression ratio with AppAssure," says Sparks.

AppAssure delivers the peace of mind that HACN needs. "There were times in the past when I remember thinking, 'I hope nobody needs anything from last night's backup,'" comments Williams. "AppAssure gives us peace of mind that everything actually works as intended and required. It is essential and indispensable."

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*Tonia Williams*  
CIO-IT Director

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