



Resort management company saves \$80,000 with Quest AppAssure

Resort Collection recovers from issues like viruses in 30–45 minutes rather than up to 48 hours and reduces storage costs by 75 percent with AppAssure.



CUSTOMER PROFILE



RESORT COLLECTION™

Company	Resort Collection
Industry	Travel, Hospitality and Tourism
Country	United States
Employees	500 seasonally
Website	www.resortcollection.com

BUSINESS NEED

Resort Collection needed a backup and recovery solution that would enable more frequent backups of its mission-critical data and ensure quick recovery. Moreover, it wanted an affordable solution that would allow it to back up more than its most critical servers.

SOLUTION

With Quest AppAssure, Resort Collection can now recover far more quickly (in 30–45 minutes rather than up to 48 hours), and its choice of hourly snapshots means data loss is limited to less than an hour rather than up to a day. Moreover, the company saved \$80,000 in monthly fees over three years and reduced storage costs by 75 percent.

BENEFITS

- Delivered \$80,000 savings in monthly fees over three years
- Provided a 75 percent reduction in storage costs
- Enabled quick recovery — in 30–45 minutes rather than up to 48 hours
- Limited data loss to less than an hour rather than up to a day

SOLUTIONS FEATURED

- **Backup and recovery.**

“Choosing AppAssure saved the company over \$80,000 in monthly fees over three years. And we can back up as much data as we want, so we now can protect all of our servers and take more frequent backups.”

*Rick Arrington, Director of Systems & Applications,
Resort Collection*

With nine premier Florida resorts and nearly 1,000 units to manage and additional non-rental services to provide for 2,000+ units and 12+ outlets, Resort Collection has its hands full. As a resort management organization offering full-service rental management, association management and club management programs, as well as catering, meeting facilities and wedding packages, the company is looking ahead to significant growth, which will most likely result in a corresponding growth in data from its current 5TB as well.

“We have achieved a 75 percent reduction in storage costs with AppAssure, which is awesome.”

*Rick Arrington
Director of Systems & Applications*

DATA GROWTH SPURS COST CONCERNS

This prospect raised some concerns among the small, three-person IT team, who needed reliable, cost-effective backup and recovery to support the expected data growth. The team was using cloud backup and recovery services from EVault at a cost of \$3,800 a month — which covered only the company’s most important servers. Resort Collection was concerned about how backup costs would escalate as its operation expanded. “We already wanted to back up more data but we couldn’t because it cost so much,” explains Rick Arrington, Director of Systems & Applications at Resort Collection. “We knew the costs would only increase as the company grew.”

SLOW RECOVERY PLUS DATA LOSS DUE TO DAY-OLD BACKUPS

Moreover, Resort Collection was dissatisfied with the slowness of recovery from the cloud and the lack of currency of the backups. “One day, a recovery might take 15 minutes, while another day it might take three hours, depending on what the website was like that day,” notes Arrington. “And since we had only daily backups to recover from, we would lose up to 24 hours of data each time.”

Then the team learned about the AppAssure backup and recovery solution. “The initial hook was price,” says Arrington. “Choosing AppAssure saved

the company over \$80,000 in monthly fees over three years. And we can back up as much data as we want, so we now can protect all of our servers and take more frequent backups.”

RECOVERY IN 45 MINUTES, INSTEAD OF 48 HOURS

Even as Resort Collection was actively planning its new AppAssure purchase with Quest, a major disaster struck. “One day, someone opened an infected email and we were hit by the CryptoLocker virus,” recalls Arrington. “Getting everything recovered with EVault took a whole team of people 48 hours, and we lost a whole day’s worth of data.”

After that disaster, Arrington’s team quickly installed AppAssure, setting the backup snapshots as they needed: critical servers are backed up hourly; servers that don’t change much, such as the domain controller, are backed up daily. Unfortunately, the CryptoLocker virus struck again. This time, however, the team was ready.

Products & Services

SOFTWARE

[Quest AppAssure](#)

“It wasn’t long after we had the AppAssure appliance up and running that we got hit with the virus the second time,” says Arrington. “Recovery was far quicker with AppAssure than with EVault — instead of being down 48 hours, we were down less than 45 minutes. Moreover, we lost less than an hour of data, instead of going back a day with EVault.”

In fact, Resort Collection has been hit by the virus three times since installing AppAssure, and recovery has been similar each time — fast recovery with very little data loss. “With snapshots every hour, the most data we can lose is 60 minutes, but often it is less, since the disaster may happen only minutes after the snapshot is taken,” explains Arrington. “The last time we got hit with the virus, we only lost about 22 minutes of time, because the snapshot was taken shortly before the infection happened. And we completed the restore in less than 30 minutes.”

STORAGE COST SAVINGS OF 75 PERCENT, AND SUPPORT EVEN THROUGH SNOW STORMS

Because AppAssure stores backups in a high-performance object repository and performs encryption and global data deduplication, Resort Collection has also experience significant cost savings. “We have achieved a 75 percent reduction in storage costs with AppAssure, which is awesome,” notes Arrington. “On our main repository which holds a lot of big systems,

the compression ratio is 58 percent, which saves us a lot of space.”

PEACE OF MIND LEADS TO PLANS FOR OFF-SITE DISASTER RECOVERY

With AppAssure, Resort Collection can rest easy knowing that backups are current and recovery will be quick and easy. With this confidence, the company is looking to expand their use of the solution into offsite disaster recovery. “It’s easy for me to recover the data and recovery is consistently quick with AppAssure, so I sleep better at night,” explains Arrington. “We love having an onsite virtual standby ready to go, and now we’re also interested in using AppAssure to replicate data offsite for even more comprehensive disaster recovery.”

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