



Case Study

Online backup with CRC gives Johnson, O'Hare Food Brokers easy-to-use protection for critical server data and **improved business continuity**.

Johnson O'Hare (JOH), a large food broker with offices from Boston to South Carolina, struggled to keep up with their ever increasing volume of data. As they acquired many smaller companies, each came with its own set of data that needed a centralized method of ensuring it was protected. Their six primary servers, HP servers with Windows 2003 (SP2), house the bulk of their data, primarily two Exchange Servers, a SQL Server, and file servers. Protecting all of this data across all of these offices using their legacy system, simply became impossible. JOH enlisted CRC for features like remote office backup, message level restore, bare metal backup, local restore, hot backup of SQL servers, and other enterprise-class data protection no business can afford to be without, at prices an SMB can afford.

Q & A With a Satisfied CRC Customer

What challenges did you experience before switching to CRC for your backup protection?

Tape drives and / or tapes would fail...capacity needed to be expanded. Restores were time consuming. Management of physical presence of tape was difficult. If you store tapes off premises (as they recommend with tape backup) how do you get the correct tape to restore at the necessary time?

How does the CRC tool help you to manage backup windows?

We have experienced NO problems. On a night when a job didn't complete we got a message...the job automatically picked up where it ended the night before allowing it to complete and update the next time it was scheduled to run!

How do CRC DataProtection's reporting capabilities, daily email notifications, message-level restore and SQL hot backups help you?

At this point when I see a message that "backup successfully completed" I don't give it a second thought. It means to me I will have no problem restoring if necessary.

How has CRC impacted your business and/or helped increase confidence among company ownership, vendors, clients, etc.?

I considered data protection with CRC as the first step in a comprehensive disaster recovery solution. I feel comfortable with our data backup and its management by CRC.

How quickly must you respond to company requests to restore data? Prior to CRC, how long would it take to respond?

Most such requests are of an immediate nature, and with tape backup that could be time-consuming to load the proper tape. With the CRC system there is no need to physically locate and load a tape and therefore the restore procedure can answer the immediate need.

How much money can a company realistically spend to afford preserving business continuity and data?

It is impossible to answer this question. I did a lot of research and worked on developing a model for business continuity that seemed critical to me. By using my formula I was convinced we could not afford to NOT spend what I considered reasonable!

Customer Name:

Wayne Diamond

Company:

Johnson, O'Hare Food Brokers

- Based in Billerica, MA
- Founded 1956
- Services include Sale
- Over \$1 billion annual sales

Hardware:

Six (6) HP Servers; Four (4) shared-information Windows 2003 servers, two (2) Microsoft Exchange mail servers

Backup Cycle:

Daily, message-level restore



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