

Acronis True Image Success Story – Fayetteville Public Library

Company

- Fayetteville Public Library

Industry

- Government – Local

Key Challenges

- Recover quickly from downtime
- Live server backup
- Easy-to-use
- Support for offsite storage media

Environment

- 100% of mission-critical servers and half dozen workstations running the product
- Systems running various applications such as the Polaris® Integrated Library System, Microsoft Office, IIS, SQL Server, Exchange, authentication systems, lighting and HVAC control applications, accounting software

Solution

- Acronis True Image 8 *Server for Windows*
- Acronis True Image 8 *Corporate Workstation* on networked workstations
- Acronis True Image 8 on non-networked workstations

Business Benefits

- Ability to recover a system in minutes, not hours or days
- Complete system restoration without reconfiguration
- No additional investment in hardware or tape required for backup

The Situation

The Fayetteville Public Library was founded in 1916 by a group of citizens led by the University of Arkansas librarian Julia Vault. In its early years, the library occupied two rooms of the Washington County Courthouse basement. It operated on a budget of \$840.15 in its first year.

From these modest beginnings, the Fayetteville Public Library has expanded and now occupies a state-of-the-art facility opened in October, 2004. The library's current collection includes more than 190,000 items, including books, audio-visual items, and periodical titles. In addition, the library provides public access to computer resources with 125 workstations. Open 7 days a week for 61 hours it provides a wide variety of activities for city residents beyond book loaning such as meeting facilities, children's programs, a writers center, a cafe, adult book clubs, and a bookstore making it a true social and intellectual community center that informs and inspires. The library expects more than 800,000 checkout transactions in 2005.

A true community partnership, the library's funding comes from the City of Fayetteville general fund, capital improvements projects funds and a 1-mil city-wide library tax on real and personal property. Additional income comes from fines, fees, grants and private gifts. The Friends of the Fayetteville Public Library, established in 1982, provides substantial support for collection development and improvements to the facility. The Fayetteville Public Library Foundation, a 501(c) (3) tax-exempt organization, was created in 1999 by the FPL Board of Trustees to be its fundraising arm and to receive and administer endowments and other designated and undesignated charitable gifts to and for the benefit of the Fayetteville Public Library.

Key Challenges

The Fayetteville Public Library required a solution with four key features:

- 1) Enable the library to quickly recover a workstation or server in an emergency
- 2) Backup systems while they were still online. This was absolutely critical because the library provides services 24/7/365
- 3) Easy and intuitive to use because the library's IT staff is swamped with requests and does not always have time to learn complicated software
- 4) Provide the ability to take images offsite (and have them be secured) so that the library could recover in the event of a natural disaster

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Product Evaluation

The library evaluated several other products and selected Acronis because the user interface was extremely intuitive. It only took the IT staff a few minutes to master all the features Acronis offers. Additionally, the user interface was much more aesthetically pleasing than some of the others evaluated. Acronis also offered the ability to schedule backup jobs and move images to file servers on the network. This was extremely helpful as the library did not require a separately attached tape drive or an additional backup system.

Complete Success

The library originally learned of Acronis when evaluating a solution for workstations that required a number of new patches. The library was concerned that these new patches might bring the systems down and was looking for a solution that could quickly roll back systems to a previous known state should the patch be unstable. Because of the critical nature of these machines, the library needed to be able to back them up while they were still online. Acronis allowed the library to do this and also to move the images to a remote file server elsewhere on the network. Once the images were on the library's file server, they easily could be taken offsite for storage. Acronis also allowed the library to secure the images with password protection allowing further protection of assets. Finally, Acronis allowed the library to take a USB drive and attach it to workstations that were not on the network.

With the rollout of Acronis True Image 8 Corporate Workstation and Acronis True Image 8 a complete success, the library went ahead and purchased Acronis True Image 8 Server for Windows. The library's needs for the servers were similar to the workstations. The library had mission critical servers that needed to be backed up without being taken offline. The library had previously used tape and other backup solutions but these proved inefficient for the IT staff. The library wanted something that could be automated – take images and save them to a network file server without the need for staff interaction.

The library has implemented the solution. Currently, 100% of the library's mission-critical servers and half dozen workstations run the software. These systems run various applications such as custom library applications in addition to Microsoft Office, IIS, SQL Server, Exchange, authentication systems, lighting and HVAC control applications, and accounting software. Each system has been configured to run daily backups and save backup images to a remote file server. This is extremely helpful for the library to get the images offsite for disaster recovery. The product was implemented with virtually no training – IT staff initially spent a few minutes testing the system and easily mastered the Acronis functionality in a matter of minutes.

Complete System Restore in Minutes, Not Days

The library has already used the product to recover a failed server. It was able to restore a server completely in minutes after unplanned changes had been made to it. To restore the server, the library pulled out the latest Acronis backup image and rolled back the server to a known good configuration. The server was back up and running almost immediately, saving valuable staff time and effort trying to reconfigure and fix individual issues.

The Fayetteville Public Library is very pleased with Acronis True Image. We feel much better knowing that we have a good image of our systems to go back to if need be and recover an entire system, saving hours of time in restoration and troubleshooting individual problems. We've been able to avoid purchasing additional hardware and tapes for backups. If something breaks, no problem, we'll just roll it back with Acronis.

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