



Flexible Metal Switches from Veritas to Arcserve to Greatly Improve Backup Times

INDUSTRY: Manufacturing
COMPANY: Flexible Metal Inc.
EMPLOYEES: 300 worldwide



Founded in 1954 as Flexible Metal Hose, Flexible Metal Inc. has been continuously engaged in the design, development and manufacturing of metal bellows, metal hose and specialized tubular assemblies for industrial and original equipment applications.

Problem

Flexible Metal had been using Veritas Backup Exec, but backups were slow and taxing on the network as they were done at the file level, not byte level, with zero replication capability. The IT team could not trust the software as it had to be monitored around the clock, pulling focus away from other critical IT tasks.

Solution

During Flexible Metal’s evaluation of several backup and disaster recovery (DR) solutions, they sought an alternative backup solution that was more affordable and slashed backup times. Ultimately, Arcserve Unified Data Protection (UDP) met all of Flexible Metal’s data protection needs, offering streamlined IT processes at a reduced cost.

Results

With Arcserve UDP, Flexible Metal drastically saved 85% of costs by eliminating the need to purchase a SAN. Now, Flexible Metal protects 48 TB of data and the IT Manager is freed up to focus on more pressing IT needs.

The Problem

Long backup times put critical data at risk

Faced with extremely long backup times, Flexible Metal needed a new backup solution that would keep data safe for its vast client base, which includes defense and military clients.

Using Veritas Backup Exec proved tedious as the software was taxing on the network and required 24/7 monitoring. The legacy tape/disk solution only offered file-level backups and Flexible Metal was not satisfied with Backup Exec’s poor storage compression.

The solution was impossible for one person to manage and backups were inconsistent, with backup times often taking days to complete.

With an IT department of one employee, the IT Manager heads up operations in the United States and the European Union (EU) and must wear many hats, including handling the ERP systems, IT infrastructure, operations, help desk and more. Having a subpar, high maintenance backup and DR solution in place proved unsustainable for the organization to rely on moving forward.



“It was not possible to do what I wanted to do with Veritas because they do it at a block level, and not at file level.”

- Ryan Heard, IT Manager



The Solution

A more affordable comprehensive backup and DR solution

When evaluating various backup and DR solutions, Flexible Metal took several factors into consideration, including cost, licensing options, backup times, regulatory compliance, and ease of use.

Reselecting Veritas Backup Exec would have required an expanded licensing platform to continue block-level transfers. Flexible Metal also found Veritas to be difficult to work with when it came to flexibility in developing a solution to meet their specific DR needs. In addition, Veritas charged more for a GDPR-compliant version of their solution, which was a necessity for Flexible Metal and their work in the EU.

Several other vendors, including Commvault, NetApp and Dell SAN, offered solutions that were too costly.

In the end, Flexible Metals found Arcserve to be more engaged from the outset and took a more tailored approach to meeting their needs. Having the ability to work with the Arcserve engineer to hash out technical details gave Flexible Metals the peace of mind that Arcserve UDP would offer the backup and DR features they required. UDP made it easier to comply with GDPR compliance, offering Flexible Metals the assurance that they could keep EU citizen data safe and maintain regulatory compliance. On top of the technical flexibility and compliance capabilities, Arcserve offered better pricing and licensing options that set it apart from the other competing solutions.



“[UDP] has given an actual DR solution that works, where we didn’t have one before.”

- Ryan Heard, IT Manager

The Results

Cost and time savings allow IT to focus on more pressing needs

Flexible Metal is already seeing the positive results of switching to Arcserve from Veritas.

The IT Manager was able to easily install UDP with guidance from the support team, eliminating the need for costly on-site setup. And rather than chasing log files and solving backup issues that would sometimes take up to eight hours to fix, Flexible Metal now reliably protects the SQL box with backups by Arcserve UDP without interruptions.

Flexible Metal uses two Arcserve UDP servers that act like a SAN, staggering backup jobs, deduplicating them, compressing them, and sending a copy across WAN to another site, to be able to recover after of major disaster. This feature of UDP was a critical decision point as Flexible Metal can achieve SAN-like functionality, while saving 85% of costs. And, with Instant Restore, the ability to spin it up as a virtualized recovery point and bring it up through bare metal is another feature that helps Flexible Metal meet its backup and DR requirements.



Previously, successful data replication across the WAN took up to a week and a half with Veritas. With Arcserve, Flexible Metal's first full transfer took three days. Now, data replication can be done daily in under 30 minutes.

Flexible Metal is so pleased by UDP's performance that they're planning on implementing UDP in the EU to help European clients meet their data compliance regulations. Veritas charged more for a version of their product that was GDPR-compliant. With UDP, Flexible Metal can make sure EU citizens' data is kept private and in line with GDPR.

Currently, Flexible Metal protects 48TB of business-critical data, using less than 4TB of backup storage, achieving much better deduplication and storage efficiency than with Veritas previously.

Now, the Flexible Metal IT Manager can focus again on other important IT tasks that required his attention knowing that the organization's backups run flawlessly with Arcserve UDP.



"Arcserve has made an impact on IT's ability to not have [worry] about the backups."

- Ryan Heard, IT Manager

Learn More

See how [Arcserve UDP](#) can help reduce your backup times and save you money.



For more information on Arcserve, please visit [arcserve.com](https://www.arcserve.com)