



Children’s Defense Fund Protects Business Continuity with the Arcserve UDP Appliance

Children’s Defense Fund

INDUSTRY: Nonprofit

COMPANY: Children’s Defense Fund

EMPLOYEES: 130

BUSINESS

The Children’s Defense Fund advocates for the needs of vulnerable children in Washington, D.C. and throughout the United States.

CHALLENGE

The nonprofit needed to replace its slow, laborious tape backup process with a modern data protection solution that would ensure business continuity.

SOLUTION

Arcserve packages enterprise-grade capabilities and exceptional usability into an appliance—ensuring robust data protection is within reach, despite the resource limitations nonprofits often face.

BENEFIT

Not only did the Arcserve UDP Appliance reduce file system backups by days, when a mission-critical server went down, it restored the nonprofit to fully-operational within an hour.

BUSINESS

Helping vulnerable children reach their true potential

The Children’s Defense Fund (CDF), a private nonprofit headquartered in Washington, D.C., advocates on behalf of America’s vulnerable children at the national, state, and local level. Through its intervention programs and lobbying efforts, CDF is keeping families intact, lifting them out of poverty, and delivering the support children need to overcome systemic challenges and reach their true potential.



CHALLENGE

Delivering rapid, reliable data availability

CDF's advocacy would not be possible without the support of individual donations, and foundation, corporate, and government grants; development work largely executed via Raiser's Edge donor software and Exchange 2013. As ensuring the availability of these systems was mission-critical, the nonprofit required a robust, responsive data protection solution that was up to the task.

CDF network administrator, John Robinson shares, "We were backing up to tape. Not only was it laborious to manage, the backups were slow. We needed something faster that would protect us from downtime and data loss."

Robinson continues, "Our staff searches their inbox before they search file folders; they never delete anything. If we lost Exchange, that would be a real problem. And, Raiser's Edge is the lifeblood of our organization. Without it, we can't communicate with our donors or track donations."

The nonprofit needed to immediately reconcile the vulnerabilities inherent in its tape-only data protection strategy. Not only did it need to safeguard 10TB of data, it had to increase the resiliency of its IT ecosystem; an ecosystem which encompassed seven physical servers—three of which served as hosts for VMware and ran 15 virtual machines, and four which supported their domain controller, SQL server, Raiser's Edge donor software, and tape backup.

SOLUTION

Radically simple data protection appliance

In its search for a backup and recovery solution, CDF considered Dell AppAssure, EMC, Unitrends, Barracuda, and Arcserve. Ultimately, they chose an Arcserve appliance.



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– **John Robinson**, CDF Network Administrator



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With the decision made, CDF moved forward with its implementation—a process that proved to be truly plug-and-play.



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– **John Robinson**, CDF Network Administrator



Robinson attests, “With a little initial setup support, we had our appliance up-and-running in 30 minutes. In fact, it actually took longer to unbox it and get it in the rack, than it took to set up.”

The Arcserve UDP Appliance has continued to prove itself simple and straightforward to use. Despite offers of technical assistance, Robinson hasn’t had to reach out to Arcserve for additional support since the initial rollout.

BENEFIT

Effortless backup and recovery ensures uptime

CDF has been quite pleased with its decision to move ahead with Arcserve, noting the appliance has delivered against each of its business requirements.

Robinson was thrilled by the significant reduction in backup time, expressing, “It’s very fast. A single backup of our file system to tape took two-and-a-half days. With our Arcserve box, a full backup only takes about six hours and incremental backups are sometimes seconds. I could probably run a backup during the day and no one would notice.”

Not only is Arcserve fast, Robinson also shares that the data protection console is highly intuitive; factors which have helped him drive down IT labor hours.

Recently, CDF’s Arcserve UDP Appliance was tested—and it proved itself to be the right choice.

“One of our old physical servers went down as a result of a HDD failure. It was a business-critical server; it was running Raiser’s Edge and, had we lost it, I’d probably be out the door. The backup on the Arcserve UDP Appliance however, was perfect. We brought the server back up in our VMware environment and resumed normal business operations in an hour,” says Robinson.

Four months following implementation of the appliance, Robinson was asked if he’d recommend the appliance to other nonprofits.

“Yes. The Arcserve UDP Appliance backs up quickly and recovers quickly; it does everything I need it to do,” says Robinson.

For more information on Arcserve, **please visit arcserve.com**