



**SMB  
Solution  
Brief**

**Unitrends™**

## Customer Case Study: Salvation Army



“We got all the data back, which was a miracle, and it didn’t cost us an arm and a leg.”

Rich Thorne, The Salvation Army

### Quick Facts

#### Industry

- Non-profit

#### Protected Platforms

- SQL

#### Challenges

- Natural disaster destroys critical data center
- Loses 500 GB of data
- Seven servers destroyed
- Forced to move to offsite facility

#### Solution

- Recovery appliance

#### Benefits

- Bare metal restore for quick recovery
- 100% data recovered
- Easily deployed servers
- Database up and running shortly after disaster
- Knowledgeable and helpful support

### Customer Profile

The Salvation Army has been supporting those in need for 130 years. Nearly 30 million Americans receive assistance from The Salvation Army each year through a broad array of social services that range from providing food for the hungry, relief for disaster victims, assistance for the disabled, outreach to the elderly and ill, clothing and shelter to the homeless and opportunities for underprivileged children. Eighty-two cents of every dollar The Salvation Army spends is used to support those services in 5,000 communities nationwide. This industry includes specialized offices for counseling, referral, and other social services.

### Challenges

The Salvation Army suffered a critical data loss when a natural disaster hit the Wisconsin and Upper Michigan division. A water main break flooded the entire data center, destroying several servers, critical data and forcing operations to a contingency facility.

In all, two million gallons of water mixed with elevator fluid and other electronic chemicals destroyed the office’s data center. Seven servers, multiple appliances and the entire network infrastructure were rendered useless. Even cables were unsalvageable.

## Benefits

With Unitrends solution in place, The Salvation Army had the ability to immediately start recovering its data. Using a Unitrends off-site removable disk drive and working closely with IT solutions provider DigiCorp, the Salvation Army was able to fully recover its 500 GB disks to new servers.

"I can't put a value on the Unitrends DPU. We got all the data back—which was a miracle—and it didn't cost us an arm and a leg." Rich Thorne, Divisional IT Manager, Salvation Army, said.

Although the building had much repair after the flood, Thorne was able to start restoring the organization's financial application and SQL data. "The data was ready, but the facility was not," Thorne said. "For once, IT was ahead of operations."

Within 24 hours, desks were ready and normal business operations continued in the contingency facility while the data center was being decontaminated. During that time, employees had reliable access to the applications and data they needed with minimal interruption. It was only two days after the flood that employees had access to e-mail and to files on the corporate network, while the entire data center was able to be restored shortly after.

The data backed up by Unitrends Recovery Appliance was restored to replacement servers, easily and automatically rebuilding the system. The operating system, applications, settings, drivers and 500 GB of data were restored on the servers—regardless of the brand or model number of the replacement system—creating the ability to leverage several types of hardware to dramatically reduce the full recovery time.

When it was safe to return, Thorne was able to transport the servers back to the refurbished building. In one only one day of being back at the refurbished facility, Thorne had seamlessly redeployed the data center infrastructure and the Local Area Network (LAN) and had everything entirely back to its original state.

"I can't put a value on Unitrends DPU. We got all the data back, which was a miracle, and it didn't cost us an arm and a leg."

"The data was ready but the facility was not. For once IT was ahead of operations."

For more success stories, including video success stories, please see [www.unitrends.com/success\\_stories.html](http://www.unitrends.com/success_stories.html)

For more information concerning Unitrends, please see [www.unitrends.com](http://www.unitrends.com)

# UNITRENDS' SOLUTION BRIEF



Backup, Archiving &  
Disaster Recovery

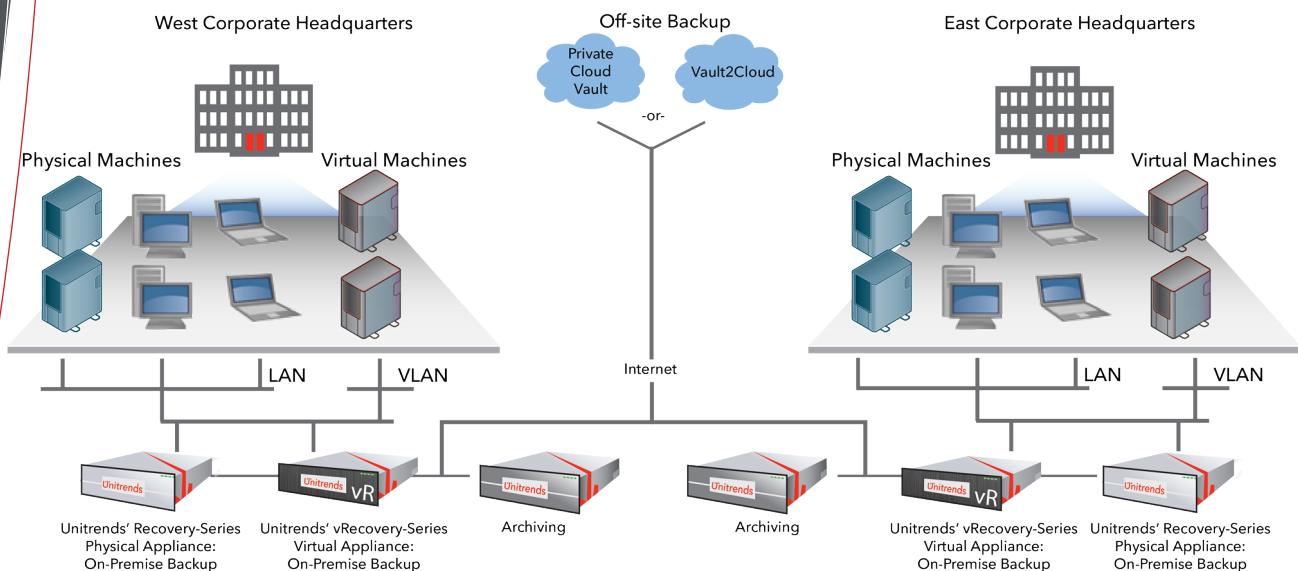
Focus on your business, not your backup

Unitrends enables its customers the freedom to focus on their business instead of backup. The company achieves this through scalable, all-in-one backup solutions that no other data protection vendor can provide. Unitrends integrated backup appliance simply protects businesses' IT infrastructures at the lowest total cost of ownership in the industry. More companies every day join those who have discovered the customer-obsessed, enterprise-level data protection only Unitrends can offer.

All of our appliances support the following:

- All-in-one backups of 100+ versions of hypervisors, OSs, computers, storage platforms and applications
- Byte-level Adaptive Deduplication
- Continuous Data Protection with Incremental Forever
- D2D2x: archiving to SAN, NAS and tape devices
- Single pane of glass web 2.0 user interface
- Dissimilar bare metal and P2V, V2P, P2P
- Virtualization
- Instant Recovery with Failover Virtualization for Windows and VMware environments
- And more!

## DEPLOYMENT TOPOLOGY



## FEATURES

The following table depicts the high-level features associated with our appliances. For a more detailed analysis of features, please see our [backup appliance datasheet](#).

Appliance	No Limits™ Licensing	Adaptive Deduplication	Scalable	InCrypt Capable	InCrypt Included	Instant Recovery (Windows)	Instant Recovery (VMware)	Can Vault?
Recovery-172	✓	✓	✓	✓	✓			✓
Recovery-212	✓	✓	✓	✓	✓			✓
Recovery-312	✓	✓	✓	✓	✓			✓
Recovery-612	✓	✓	✓	✓	✓	✓	✓	✓
Recovery-712	✓	✓	✓	✓	✓	✓	✓	✓
Recovery-713	✓	✓	✓	✓	✓	✓	✓	✓
Recovery-813	✓	✓	✓	✓	✓	✓	✓	✓
Recovery-822	✓	✓	✓	✓	✓	✓	✓	✓
Recovery-823	✓	✓	✓	✓	✓	✓	✓	✓
Recovery-833	✓	✓	✓	✓	✓	✓	✓	✓
vRecovery	✓	✓	✓	✓	✓		✓	✓

Appliance	Can Be Vault?	Can Cross Vault?	eSATA D2D2D Capable	USB 2.0 D2D2D Capable	Standard 1Gb Ethernet Ports	Optional LVD/SAS SCSI	Optional 10Gb Ethernet	Optional 8Gb Fibre Channel
Recovery-172				✓	1			
Recovery-212	✓		✓		1			
Recovery-312	✓	✓	✓		1			
Recovery-612	✓	✓	✓		2			
Recovery-712	✓	✓	✓		2			
Recovery-713	✓	✓	✓		2	✓		
Recovery-813	✓	✓	✓		2	✓		
Recovery-822	✓	✓	✓		2	✓	✓	✓
Recovery-823	✓	✓	✓		2	✓	✓	✓
Recovery-833	✓	✓	✓		4	✓	✓	✓
vRecovery	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A

## PRICING

The following table depicts the pricing associated with our appliances. \*

Appliance	Form Factor	License Type	Storage Configuration	Price**
On-Premise, Off-Premise and Cross-Vaulting Appliances				
Recovery-172	Small Desktop	No Limits	Single Drive	\$1,995
Recovery-212	Small Desktop	No Limits	RAID-1	\$2,995
Recovery-312	Small Desktop	No Limits	RAID-1	\$4,995
Recovery-612	1U Rack	No Limits	RAID-1	\$5,995
Recovery-712	1U Rack	No Limits	RAID-10	\$9,995
Recovery-713	1U Rack	No Limits	RAID-10	\$13,995
Recovery-813	1U Rack	No Limits	RAID-5	\$17,995
Recovery-822	2U Rack	No Limits	RAID-1/RAID-6	\$22,995
Recovery-823	2U Rack	No Limits	RAID-1/RAID-6	\$29,995
Recovery-833	3U Rack	No Limits	RAID-1/RAID-6	\$44,995
vRecovery	N/A	No Limits	N/A	\$2,995

To determine which of our appliances is right for your business, please use the [Unitrends Appliance Navigator](#) or the [Unitrends Virtual Appliance Navigator](#).

For more information, please contact your Unitrends' authorized business partner or a Unitrends' representative.

Phone: [866.359.5411](tel:866.359.5411)  
E-Mail: [sales@unitrends.com](mailto:sales@unitrends.com)  
URL: [www.unitrends.com](http://www.unitrends.com)

\* Pricing is for appliances only. Maintenance, support, services and additional devices are priced separately.

\*\* Because Thailand floods have caused a worldwide shortage of hard drives resulting in significant price increases from our vendors, we have been forced to add a temporary surcharge for all Recovery-series appliances and rotational archive drives. This surcharge will be removed immediately once the supply and pricing of hard drives normalizes.