

## ARKEIA SOFTWARE CUSTOMER SNAPSHOT



## USC Education Savings Plans, Inc. Selects Arkeia to Bring a New Level of Simplicity and Reliability to Protecting a Mixed Environment of Virtual and Physical Machines.

### Quick Take

#### Infrastructure

- 1 Backup Server
- 50+ Linux & Windows Server Agents
- 1 Microsoft Exchange Agent
- 5 vStorage Agents
- 1 Tape Library

#### Key Results

- Simplified backup management
- Improved backup reliability
- Increased flexibility

“Using VMware’s vStorage APIs for data protection (VADP), Arkeia’s solution supports advanced capabilities like Changed Block Tracking, file-grain restores, ‘thin-full’ backups, and ‘hot-add’ storage. The software was easy to install and to get up-and-running.”

**Gaelan Mines**

Senior Systems Administrator  
USC Education Savings, Inc.

### Background

USC Education Savings Plans, Inc. (USCI) is committed to helping parents across Canada save for post-secondary education for their children. USCI serves customers from their enrollment right through to the delivery of Education Assistance Payments to qualified students. USC Education Savings Plans Inc. (USCI) is a wholly owned subsidiary of The International Scholarship Foundation (The ISF) and is the exclusive distributor and administrator of USC Education Savings Plans (USC Plans).

### Challenges

USCI’s backup solution, CA ArcServe, did not provide the level of reliability and functionality that USCI required. “ArcServe was slow, complex, and had a terrible user interface,” says Gaelan Mines, Senior Network Administrator at USCI. “We needed a product that delivered functionality and performance, along with ease-of-use.”

USCI selected Arkeia Network Backup following a competitive bake-off that evaluated Acronis Backup and Recovery, Symantec Backup Exec, and Arkeia Network Backup.

### Solution

USCI deployed Arkeia Network Backup to protect 50 physical and virtual computers and five VMware vSphere hypervisors. Starting in July 2010, USCI deployed Arkeia’s vStorage Backup Agent for VMware’s vSphere 4.0 and later upgraded to vSphere 4.1. “Using VMware’s vStorage APIs for data protection (VADP), Arkeia’s solution supports advanced capabilities like Changed Block Tracking, file-grain restores, ‘thin-full’ backups, and ‘hot-add’ storage. The software was easy to install and to get up-and-running,” reported Mines.

### Benefits

“Arkeia does vStorage backups just as well as vendors who only support VMware. But with Arkeia, we enjoy the simplicity and cost-savings of a single solution that protects both physical and virtual environments,” explains Mines.

## ARKEIA SOFTWARE CUSTOMER SNAPSHOT

### Benefits Continued

Using Arkeia Network Backup, USCI also benefits from Arkeia's remarkable flexibility. "We are able to safeguard all our data offsite—though some backups are saved to tape while others are replicated to our private cloud. Arkeia doesn't limit our options. It 'plays nicely' in our IT infrastructure."



“With Arkeia, we enjoy the simplicity and cost-savings of a single solution that protects both physical and virtual environments.”

Gaelan Mines

Senior Systems Administrator  
USC Education Savings, Inc.

### About Arkeia Software

Arkeia Software delivers fast, easy-to-use, and affordable solutions for data backup and disaster recovery. The award-winning Arkeia Network Backup Suite is designed for mid-sized organizations and safeguards more than 100,000 networks for 7,000 customers in 70 countries. Arkeia's integrated solution is ideal for the consolidation of disparate backup products. We protect all major virtual platforms including VMware, Hyper-V, and XenServer—and over 200 physical platforms including AIX, BSD, HP-UX, Linux, Mac OS, Netware, Solaris, and Windows.

Arkeia delivers software and both virtual and hardware appliances, backing up data to disk, tape, and the cloud. We provide bare-metal disaster recovery, LAN/WAN replication of backup sets, and numerous hot backup agents. Arkeia's unique source-side progressive deduplication technology reduces storage requirements and accelerates backups, especially of virtual environments. Arkeia shipped the industry's first network backup solution for Linux in 1999 and is headquartered in San Diego, California.



Arkeia Software, Headquarters  
San Diego, Calif., United States  
+1 760 431 1319  
[www.arkeia.com/en](http://www.arkeia.com/en)

Arkeia Software, EMEA  
Paris, France  
+33 148 10 89 89  
[www.arkeia.com/fr](http://www.arkeia.com/fr)

Arkeia Software, Latin America  
Sao Paulo, Brazil  
+55 11 2847-4912  
[www.arkeia.com/pt](http://www.arkeia.com/pt)

Arkeia Software, DACH  
Berlin, Germany  
+49 (0)30 81 30 27 45  
[www.arkeia.com/de](http://www.arkeia.com/de)