

Customer Profile

The City of Salina

"As we began to consolidate and plan for new server implementations we needed a backup standard, common across all servers, that could grow as our information store grew. A new backup solution also had to be fast enough to meet the ever-decreasing window for backup times."

*Craig Ingram, Network Administrator
The City of Salina*

Spectra Logic 10K Library

**ARCserve from Computer
Associates**

Windows 2003 WAN

The Computer Technology Department for the City of Salina, Kansas, provides technical services for the City of Salina. Salina is a growing midwestern city of over 46,000, and employs approximately 500 municipal workers. Jack Rolfs, Director of Computer Technology, heads up a department of seven. Craig Ingram, Network Administrator, is responsible for server and network management, user support, and protecting the City's data from outside threats. The City's server operating systems include Windows 2003, Windows 2000, and OS/400 with Windows desktops. Their network is comprised of 20 Windows-based servers with a potential storage capacity of 1.3TB, 17 switches and routers, and multiple firewalls.

Both Rolfs and Ingram have held their positions for about two years, and in that time, they've been challenged with implementing major improvements to the City's data center, including a migration to a Windows 2003 domain. "The migration to a Windows 2003 domain required server consolidation and upgrades," explained Craig Ingram, Network Administrator. "Our existing backup technologies included different tape drives on each server with no standard tape format across the infrastructure. As we began to consolidate and plan for new server implementations we needed a backup standard, common across all servers, that could grow as our information store grew. A new backup solution also had to be fast enough to meet the ever-decreasing window for backup times."

The City began searching for a backup solution for their Windows environment, and initially met with EAGLE engineers to discuss market direction and needs. The need for due diligence required the project to be put out for bids. EAGLE made a proposal, won the RFP, and soon afterward began consulting with Rolfs and Ingram to formalize their backup plan. "EAGLE's engineers took the time to discuss our business needs, existing technologies, current and future backup strategies and other goals to help us integrate the best possible solution," explained Ingram.

EAGLE provided the hardware specifications for the backup server, and integrated a new solution which included a Spectra Logic 10K tape library, configured with two AIT-2 tape drives and 40 cartridge slots, and Computer Associates BrightStor backup software. "EAGLE's engineers installed and configured the hardware and software, set up backup schedules and tested file restorations per our specifications," noted Ingram. "In addition, they also trained two of our employees in configuration and operation of the backup software."

"After the initial installation, EAGLE engineers have been back to upgrade our BrightStor software to the latest level, and provide product support," said Ingram. Rolfs and Ingram are pleased with the service and support they've received in implementing their new backup system. "EAGLE took the time to understand our environment and make recommendations as needed," explained Ingram. "We're very happy with the support and services we've received from EAGLE, and we would definitely recommend them to someone with a backup or storage need."



EAGLE SOFTWARE, INC. • 123 INDIANA AVE. • SALINA, KS 67401
785-823-7257 • SALES 800-477-5432 • CONTACT@EAGLESOFT.COM