



Customer Success Story

"We use F5 Acopia products to dramatically reduce our backup times, greatly increase our operational failover between data centers and significantly reduce the time we spend manually managing storage capacity."

—Yury Gutgarts,
Chief Information Officer

Highlights

Industry

- Document Process Outsourcing

Challenges

- Unacceptably long backups
- Customer requirement for online copy of replicated data
- Complex and disruptive storage management operations

Solution

- Clustered F5 Acopia ARX1000 devices
- ARX1000 at disaster recovery location
- F5 Acopia automated storage tiering and efficient data replication

Benefits

- Greater than 90% reduction in backup window, from days to hours
- Improved disaster recovery-capabilities to offer customers
- 40% reduction in time spent-managing the storage environment

Archive Systems Improves Service Delivery and Reduces Costs with F5 Acopia

Archive Systems, Inc. is a premier Document Process Outsourcing (DPO) provider, offering production document scanning, web-based document imaging, workflow automation and off-site hard copy records storage services.

The Challenges

Lengthy Backups, Stringent Replication SLAs and Costly Storage Management

As a storage service provider, Archive Systems manages a large file storage infrastructure of over 25 terabytes. The company faced three primary challenges:

- Full backups using traditional tools required more than two days to complete, which was unacceptable for customers and for compliance audit requirements.
- Customer Service Level Agreements (SLAs) required the ability to view, for verification purposes, data that was replicated between mirrored data centers.
- On-going storage capacity management operations had become too time consuming – requiring near constant monitoring – and were also disruptive to clients.

The Solution

Intelligent File Virtualization with F5 Acopia ARX Devices

To address its backup challenges, Archive Systems deployed a clustered pair of ARX1000 devices in its primary data center to provide a tiered storage environment. The F5 Acopia solution enables all new data to be placed on Tier 1 storage where it is backed up daily, then migrates aged data to Tier 2 which is backed up less frequently.

Archive Systems has also deployed an ARX device at a disaster recovery site and uses the ARX's replication capability to mirror data between the two locations. The ARX devices allow Archive Systems to export the replicated data set as a 'read only' file system so that it can be viewed and validated without requiring a failover.

The Results

Dramatic Reduction in Backup Times, Reduced Management Costs and Enhanced Disaster Recovery

Since implementing the Acopia intelligent file virtualization solution, Archive Systems has realized a number of solid, measurable benefits:

- Reduction in the backup window from 2.5 days to less than 2 hours;
- Automated, flexible replication that makes replicated data sets available online and accessible for disaster recovery – a capability that is now the basis of the company's new premium SLAs;





- A 40% reduction in time spent manually managing the storage environment, including streamlined on-going disk capacity management, automated provisioning, and capacity load balancing without disrupting clients or operations. This has eliminated the need to hire additional personnel.

Summary

Improved Operations for More Satisfied Customers and a Solid Bottom Line

F5 Acopia ARX products have reduced Archive Systems' backup windows from days to hours, enabling the firm to meet compliance audits and rigorous service level agreements with its customers. The ARX devices have also facilitated a disaster recovery solution that allows Archive Systems to offer a premium service to customers. Finally, the virtualized file environment that F5 Acopia has enabled has dramatically simplified the day-to-day storage management operations and will allow Archive Systems to scale its business more efficiently.

"As our business grows, file virtualization gives us tremendous vendor flexibility and allows us to more effectively scale our IT personnel resources without adding additional headcount. The operational efficiency gains are huge for us."

—Yury Gutgarts, Chief Information Officer



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