

# Case Study: San Joaquin Superior Court



## San Joaquin Superior Court of California Depends on Alike to Provide Affordable and Secure Data Protection

### Finding a Reliable XenServer Backup Solution that is Secure with an Excellent Support Team

As the Systems Administrator for the San Joaquin Superior Court in San Joaquin County, California, Anthony Hoppe knows he needs a backup and disaster recovery solution that's secure, reliable, and one that has an excellent support team when you need it the most. Hoppe has been a Quadric Software customer since 2014, but he discovered Quadric's Alike solution prior to that when he and his coworker at a previous job were looking for a comprehensive backup solution that supported XenServer.

"We discovered only a few solutions out there that support the XenServer platform," Hoppe says, "We looked at Alike and a similar enterprise solution for XenServer. We went with competitor due to a time crunch. But after using that solution in our environment, I was disappointed. I found a lot of problems with it."

For starters, Hoppe didn't like the fact that the competitor's solution could not deduplicate the data unless the XenServer hosts were pooled. "I wanted everything deduplicated, and with Alike, you can pool or stand alone. So, for me, the global deduplication was definitely a selling point for Alike."

Hoppe also appreciated the speed of the backups with Alike. "Going in, I expected that the initial backups would take a lot of time," Hoppe says, "With any solution I have tried and implemented, the initials all take about the same time. But with Alike, the subsequent backups are much faster. I haven't tried the new CBT feature, but I definitely want to see how much this feature speeds up our XenServer environment."

### Quadric Software's Knowledgeable Technical Support Team

In addition to Alike's high performance and easy-to-use web UI, Hoppe praised the Technical Support Team at Quadric for the quality tech support he has received since he started using Alike.

The IT environment at San Joaquin Superior Court has a mid-sized environment, according to Hoppe, with 20 Xen hosts, 16 of which are in a high availability pool. Hoppe was concerned that the initial setup and configuration would be complicated and may require extra technical support.

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### Company Profile

#### Organization

San Joaquin Superior Court

#### Location

San Joaquin County, California

#### Industry

Local Government

#### IT Infrastructure

20 XenServer Hosts with 100 plus VMs

#### BDR Solution

Alike DR

### Alike's Value

- Easy-to-use, web-based user interface
- Excellent technical support and friendly staff
- Flexibility to deduplicate either pooled or stand-alone XenServer hosts
- High performance with extremely fast backups
- Easily adapts to changes within the environment
- Each licensed host protects an unlimited number of VMs



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***“I was very impressed by the quality of the technical support.”***

Hoppe talks about the support he received when setting up Alike in his environment: “We have 100 or more VMs to backup, and I knew I might need some extra technical support with the initial configuration. I was very impressed by the quality of the technical support and the team members’ knowledge. What was most impressive, though, was that they went above and beyond by providing support outside the software itself.”

Hoppe recalls a lengthy phone conversation with Quadric’s CTO, Max Ekstrom, in which Ekstrom gave Hoppe advice on the configuration of Alike and suggested that Hoppe’s hardware may need to be updated before using Alike.

“He was as polite as possible when telling me the way Alike was configured was not the best,” says Hoppe, “It’s always hard to tell someone that you are fairly confident their hardware is insufficient, which may require purchasing new hardware. I appreciated his honesty, and I could tell he really wanted to figure out the best configuration for Alike.”

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### Quadric Technical Support Team Goes Above and Beyond

In addition to offering detailed suggestions for the initial setup of Alike, Ekstrom also provided help with benchmarking and advice on upgrades. When Hoppe wanted to upgrade from Alike v3.5 to Alike v4.0, Ekstrom considered Hoppe’s specific environment when offering help with the upgrade.

“Because he was so familiar with my environment and my Alike configuration, he suggested holding off on upgrading to 4.0 since 3.5 was working well within our environment.” Hoppe recalls.

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### Personalized Approach to Sales and Technical Support

Hoppe says that even during the free trial, “Everyone at Quadric treated me like a paying customer, and the Sales Team even extended the trial a few months so that we could perform further tests. As a free trial user, I never felt like I was a lower priority. This was another selling point for me. I knew we would be in good hands.”

Beyond the free trial, Hoppe says that Quadric’s support team has not only been extremely helpful, but that they also respond quickly to tickets, especially when it’s urgent.

Hoppe says, “When something happens out of the norm, I appreciate their speedy response. When we had to reinstall Alike on a different server, we needed support to reset our license keys so that we could import them. One person called me almost immediately, and then Max followed up with me the next day.”

More recently, Hoppe upgraded to 4.2, and Hoppe’s raid controller for the ADS (Alike Data Store) had locked up. Senior Engineer, Felix Swétel, was able to pinpoint the issue through his extensive experience with HP. The error was ultimately caused by a firmware issue with Hoppe’s HP storage, which was confirmed by a call to HP support. “It wasn’t a problem with Alike at all. It was definitely an issue on my end, but I found it sooner with Felix’s help.”

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In a final statement, Hoppe had this to say about the Quadric Software Support Team, “With most support teams, you have to start with less experienced, first-level support representatives who rely on a set of defined procedures or ‘scripts.’ Any issues outside of these procedures must be escalated, which lengthens the resolution time. But with Quadric, a knowledgeable, experienced technician is the first person to respond to your ticket, which dramatically reduces the time to resolve the issue.”

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