

Case Study: Henderson County Government



Henderson County Depends on Alike Standard To Deliver Affordable and Reliable Government vServices

Backup Capabilities Native to XenServer Were Not Adequate for the Needs of Henderson County

The IT staff supporting the 800 county employees in Henderson County is, by necessity, an entrepreneurial organization. Though the county in Western North Carolina has a relatively small population — just over 100,000 — the county government has to deliver the same high caliber service as much larger jurisdictions. For the nine-person IT department, this means efficiency and reliability are essential.

“We approach our responsibilities as if we are providing IT services to 30 or so small businesses,” explains Chris Staton, Network Administrator, Henderson County, NC. “Although each county department we support has unique requirements and goals, they all have one thing in common—they have maintain backups of important data and they need easy access to the data if necessary.”

To meet this need, the IT staff initially looked at the backup capabilities in the Citrix XenServer hypervisor soon after Henderson County began virtualizing its IT environment in 2008.

“It quickly became clear that the capabilities native to XenServer weren’t adequate for our needs,” Staton says. “Our only practical option was to look at standalone solution.”

“We looked at Alike and one other specialized XenServer backup solution and concluded that Alike was clearly the superior choice. By using the Alike software we’re getting a comprehensive disaster recovery solution with all the capabilities we need. The fact that the pricing is attractive and the support team is excellent is an added bonus.”

***-Chris Staton, Network Administrator,
Henderson County, NC. “***

Company Profile

Organization

Henderson County Government

Location

Hendersonville, North Carolina

Industry

Local Government

Number of Employees

800

County Population

108,000

Alike’s Value

- Fast and reliable backups
- Reduced storage costs with Global Deduplication
- Flexible restore options
- Excellent customer support
- Easily adapts to changes within the environment
- Low implementation and operational costs



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Alike's Performance is Excellent, and the Solution Keeps Getting Better and Saving Money

For Staton and others on the Henderson County IT team, reliability and backup speed were top considerations. "With Alike, the quality of backups is always good," he says. "And in terms of speed, Alike is an excellent performer and keeps getting better. Today, the backup process is 50% faster than it was just two years ago."

Staton says there were numerous technical features in Quadric Software's Alike solution that made it the obvious choice over the competing solution. "One of the really smart things about the solution is that it has the built-in intelligence to discard whitespace for backup and storage purposes," he says, adding that Alike's advanced deduplication and compression capabilities enable Henderson County to reduce its uncompressed storage from 26 terabytes to one terabyte.

"The 96% percent reduction in our storage requirement definitely exceeded our expectations," he says. "It's a great benefit to us. We can keep many more backups than we previously could because of Alike's advanced compression and deduplication."

The Henderson County IT staff also views Alike's ease of implementation and product flexibility as two other important benefits. "The Alike backup repository can be stored on less expensive offsite storage, instead of our more costly high end SAN," Staton explains. "This has reduced our storage costs dramatically."

Quadric Software's Superior Technical Support Team

"We've been really happy with the support we've gotten for the Alike product," Staton says. "Obviously with any software product like this there are times when you need to get through to support and get assistance. This has been great."

"We're using the Alike software to create a complete disaster recovery solution," he says. "The Alike solution keeps getting better and better," he says. "They are continually adding features. The price point is good. I would definitely recommend Alike to others."

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IT Environment

Infrastructure

14 IBM BladeCenter® H series at the main campus and six at a dedicated DR site

Backup Solution

Alike Standard

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