

Success Story

Computer Integrated Services Company of New York Protects its Customers with CA's Recovery Management

In business since 1995, Computer Integrated Services Company of New York specializes in infrastructure solutions, concentrating on the areas of disaster recovery/business continuity as well as security, messaging, identity management and resource management. The firm also operates a wholly-owned data center in New Jersey, where it hosts and co-locates all of its business continuity and disaster recovery solutions for its customers. The company's varied customer base includes large enterprises and small firms from diverse industries such as financial services, non-profits, local government and the legal field.

CIS began its business continuity/disaster recovery business in 2000. However, after 9/11, the firm's business began to change and grow significantly. CIS initially used a competitor's solution, and quickly found that it was both cumbersome and time-consuming for the firm to do its testing with that platform. Today, CIS is a CA partner and has centralized its offering on the CA Recovery Management solution.

Tom Horne, CIS Vice President, says that CA's ARCserve® Backup r12 and CA XOssoft™ Replication and High Availability are allowing his firm to provide high-availability disaster recovery/business continuity solutions for customers. According to Horne, many of CIS's customers run 24/7 and it became difficult to ensure that their disaster recovery solution would work in the event of a disaster without severely interrupting their business to run disaster recovery testing. "Our customers all

had the same issue: they needed to test their disaster recovery solutions without major interruptions to production," Horne explains. "The CA solution, specifically using the short recovery module and the high availability piece, has totally eliminated that concern for our customers and for our data center services."

Horne reports that the CA solution enabled his firm to provide a very robust offering to its customers, and has enabled his firm to expand its business. "The CA solution covers the gamut for our core customer base. Key applications can be put onto a high availability solution, and non-critical applications can be put onto an archival methodology," Horne explains. "Because the solution packages both functions in one, instead of multiple products – one for high availability and one for standard back-up practices – our customers reduce their management overhead."

By partnering with CA, CIS has been able to open up many additional doors and expand its business. "In the first two quarters of 2008, we've seen a 60 percent growth in our disaster recovery/business continuity practice. By having all of our internal data center systems on the CA solutions, we've seen a 50 percent reduction in our technical services requirements," Horne explains. "Our partnership with CA has brought us great success through co-marketing opportunities. In addition, I've been able to extend some of my other complementary services and boost sales revenues as well."



Partner:

Computer Integrated Services Company of New York (CIS)

Challenge:

After 9/11, businesses of all sizes increasingly demanded solutions that would ensure data protection, business continuity and disaster recovery. In addition, businesses needed a way to test their disaster recovery solution without interruption to their day-to-day business.

Solution:

After finding a competitor's solution cumbersome and time consuming, CIS selected CA's ARCserve® Backup r12 and CA XOssoft™ Replication and High Availability, which deliver reliable, enterprise-class data protection across multiple hardware and software platforms.

Results:

With the CA solution, CIS was able to realize a 60 percent growth in its disaster recovery/business continuity practices and by having all internal data center systems on the CA products, they have seen a 50 percent reduction in its technical services requirements.

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