

## CUSTOMER SUCCESS STORY

The American Red Cross in Greater New York

# The American Red Cross in Greater New York Uses CA XOsoft™ High Availability and CA ARCserve® Backup to Maintain their Mission of Always Being Available to Serve their Community



### Customer Profile

**Organization:** The American Red Cross in Greater New York

**Industry:** Non-profit

**Employees:** 150 full time; 8,000 volunteers

**Website:** [nyredcross.org](http://nyredcross.org)



### Partner Profile

**Organization:** Computer Integrated Services (CIS)

**Website:** [ciscony.com](http://ciscony.com)

## Business Impact Summary

### Business:

The American Red Cross in Greater New York (ARC/GNY) is a humanitarian organization, led by volunteers. The organization provides relief to victims of disasters and helps people prevent, prepare for and respond to emergencies.

### Challenge:

With the mission statement of providing disaster relief, response and preparedness, the ARC/GNY needs to ensure that their data is available 24x7x365, throughout the worst disasters known to man. In order for them to help achieve this mission, they needed to research and find the most comprehensive, industry-leading, proven-effective disaster recovery and backup technology products.

### Solution:

They use a comprehensive, hybrid approach for their business continuity and disaster recovery plan. They back up to tape through CA ARCserve® Backup and the tapes are stored in an offsite, secure facility. They also back up to disk and use CA XOsoft™ High Availability software to replicate their data in real-time to their secondary site.

### Result:

Richard Singh, Director of IT Networks at the ARC/GNY, and his colleagues are extremely satisfied with both ARCserve and XOsoft. They have seen the product mature since first using it and like the “comfortable, peace of mind feeling” they get when using it. Furthermore, because they are a small department with lots of daily activity, they find CA’s solutions to be “turnkey” solutions that proactively work for them without continual monitoring. They know the products allow them to be online 100% of the time and when there is an issue, they receive automatic notification allowing them to resolve any issue immediately. “I like having something that I don’t need to spend a lot of time to monitor, but know it’s working properly and is seamless and easy to use,” comments Singh.

## Business

### Imagine New York Without It

The American Red Cross in Greater New York (ARC/GNY) is a humanitarian organization, led by volunteers. The organization provides relief to victims of disasters and helps people prevent, prepare for and respond to emergencies.

ARC/GNY volunteers and employees provide a lifeline of hope to those in need – immediate aid in the form of food, shelter, financial assistance, mental health counseling and compassion to people affected by an average of more than 3,000 emergencies a year in Greater New York.

The ARC/GNY also helps New York residents and businesses prepare for emergencies by offering hundreds of courses in first aid, CPR and aquatics, and emergency preparedness training programs and resources.

ARC/GNY provides immediate aid to New Yorkers in New York City and Orange, Putnam, Rockland and Sullivan Counties affected by an average of 8 disasters a day – fires, floods, building collapses, blackouts and other emergencies. In addition, given the uncertainties of today's world, the ARC/GNY is accelerating its collaboration with other American Red Cross chapters, such as in Florida during hurricane season and is working with partner agencies such as FEMA, military and homeland security to develop and implement readiness plans to respond to major natural and man-made disasters.

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**Richard Singh**  
Director of IT Networks,  
American Red Cross in Greater  
New York

## Challenge

### Mission = Continual Data Availability

With the mission statement of providing disaster relief, response and preparedness, the ARC/GNY needs to ensure that their data is available 24x7x365, throughout the worst disasters known to man. According to Richard Singh, Director of IT Networks at the ARC/GNY, “Data availability is critical to us. Data backup is critical to us. That’s the reason we exist. **We need to be available when most people cannot be.**”

In order for them to help achieve this mission, they needed to research and find the most comprehensive, industry-leading, proven-effective disaster recovery and backup technology products. With this in mind, they went on a search to design a multi-layered backup and recovery plan to protect their 300 desktop computers and 110 servers throughout their 10 offices and 8 other locations throughout the greater New York area, plus their Tier-4 Data Center.

Furthermore, being a non-profit organization, funded completely by donations, the ARC/GNY has to be very budget conscious. Their goal was to find a balance between the imperative backup and recovery needs and the price tag.

## Solution

### The Original Solution

Several years ago, when the ARC/GNY first set out to create their business continuity and disaster recovery (BC/DR) plan with their mission statement top-of-mind, they used a mixture of products. They decided on CA ARCserve® Backup as their main backup and restore solution. Singh explained, “ARCserve is the best, most reliable product when it comes to backup. It was an obvious choice.” They also decided on XOsoft™ WANSync™HA and a solution from Double-Take Software. For some time, this solution met their needs.

**“ARCserve is the best, most reliable product when it comes to backup. It was an obvious choice.”**

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**Richard Singh**  
Director of IT Networks,  
American Red Cross in Greater  
New York

### The Right Solution with the Help of CIS

After a few years, ARC/GNY enlisted the IT services of New York-based Computer Integrated Services (CIS) to assist with their overall IT strategy. With the guidance of CIS and growing experience with their backup and recovery product choices, ARC/GNY decided that XOsoft WANSyncHA was superior to the Double-Take solution. ARC/GNY proceeded to replace Double-Take and the old WANSync HA product and standardize on the new CA XOsoft™ High Availability software product. As Singh put it, “XOsoft offers a lot more in terms of failover testing without affecting production, it offers better replication, and it handles open files better, which is critical when you’re dealing with Exchange and databases. Overall, we just feel CA XOsoft is a better product.”

### Utilizing the Right Solution

Today, ARC/GNY is running their backup and recovery solely on CA ARCserve Backup and CA XOsoft High Availability.

They use a comprehensive, hybrid approach for their business continuity and disaster recovery plan. They back up to tape through CA ARCserve® Backup and the tapes are stored in an offsite, secure facility. They also back up to disk and use CA XOsoft™ High Availability to replicate their data in real time to an offsite, remote location.

When it comes to the CA ARCserve Backup product, Singh finds the solution to be easy-to-manage, flexible enough to work for companies of all sizes and it can grow with a company. He explained, “I really like the fact that it can also handle bare metal restores. We have two sites where we use this product. In our data center, we have the option to use bare metal restores as needed.” They also use CA ARCserve Backup to back up their virtual servers.

As for CA XOsoft High Availability, this product really ties closely into their mission statement. Because they need to be online when a major disaster happens, CA XOsoft offers them the ability to stay online by shifting operations to another location. The product is used for their most critical applications – their email server, Blackberry server and 2 SQL servers. It is also used to replicate to the disaster recovery site for all of these components. Furthermore, they utilize the DR testing capabilities of the product – CA XOsoft™ Assured Recovery®.

### Future Outlook

ARC/GNY has implemented the 12.5 release of both CA ARCserve Backup and CA XOsoft High Availability. However, they are working side by side with their team at CIS to continually add the new features of both products. They are looking to use CA XOsoft to replicate their CRM application, which uses the SQL database, over to the disaster recovery site. Further down the line, they are looking to add their accounting platforms and other in-house applications for replication. Additionally, they are looking into the data deduplication feature to enable them to reduce the storage costs for disk backups and the amount of data that needs to be replicated. According to Singh, “Anything to minimize the bandwidth we need or the complexity of replication is going to help us and by implementing these features, we are looking to significantly cut down our bandwidth.”

**“I’ve worked with the ARC/GNY IT team for the last three years and have worked with the CA solutions for over 10 years. I know these products offer everything this disaster response organization needs to stay up and running when others can’t be.”**

**Justin Tuchman**  
Senior Account Manager,  
Computer Integrated Services

## Result

### 100% Uptime!

The business decisions of the ARC/GNY are motivated by their mission statement and by looking at it from that perspective, both CA ARCserve Backup and CA XOsoft High Availability have performed above and beyond their expectations. As already explained, ARC/GNY needs to be an organization that can be depended upon when disaster strikes. Because CA’s two products help them to stay available 100% of the time, their goals and requirements are met.

The team at ARC/GNY is pleased with both ARCserve and XOsoft. The products have matured over time and they enjoy the “comfortable, peace of mind feeling” they get when using it. Furthermore, due to their small size and high level of activity, they find CA’s solutions to be proactive, “turnkey” solutions that work for them without continual monitoring. The products allow them to be online 100% of the time and when there is an issue, they receive automatic notification allowing them to resolve any issue immediately. “I like having something that I don’t need to spend a lot of time to monitor, but know it’s working properly and is seamless and easy to use,” comments Singh.

They are looking forward to continuing to build out the product and reap the benefits on a daily basis.

Finally, as Justin Tuchman, Senior Account Manager for CIS notes, “I’ve worked with the ARC/GNY IT team for the last three years and have worked with the CA solutions for over 10 years. I know these products offer everything this disaster response organization needs to stay up and running when others can’t be.”

## About Computer Integrated Services

Computer Integrated Services (CIS) is a leading provider of Network Integration and Infrastructure Services in the Northeastern US market. Serving approximately 400 customers since 1995, their client portfolio includes many of the world's most recognized firms and institutions. Customers are drawn to CIS by its peerless reputation to provide comprehensive services that range from the computer network design, implementation, management, after care and support, and disaster recovery and business continuity solutions, as well as hardware and software sales, installation, and customization by an elite stable of certified and highly experienced engineers.

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**To learn more about how your company can benefit from CA ARCserve Backup and CA XOsoft products visit [arcserve.com/solutions](http://arcserve.com/solutions).**

