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Ryan Francis
IT Manager



National Research Council of Canada

Situation

The Biotechnology Institute of The National Research Council of Canada (NRC-BRI) is a government-mandated council that investigates bioremediation, water quality and sustainable development. The NRC-BRI's critical role to the Canadian economy is to provide cutting-edge research, science and technology to its clients.

The Plant Biotechnology Institute, a council of the NRC-BRI focusing on plant research, was in the process of migrating from NetWare to Linux OES and was in need of a new backup solution.

CONT'D.

The Council was previously using ARCserve for NetWare as their backup solution; however, Ryan Francis, the Information Technology Manager for the Council, was having problems with restores and database issues. In order to make the transition as seamless as possible, Francis decided to find a new backup solution that would support NetWare, Linux and Windows, in both their physical and virtual environments.

CHALLENGE

The Council's servers are constantly growing in number and their applications are always changing. Their environment consists of both physical and virtual servers that perform various critical duties, ranging from infrastructure security to data management on one of the virtual server pools. NetWare, Linux and Windows were installed on different servers and, therefore, a backup solution that supported all three was vital. Francis stated that ARCserve was no longer a viable option. "Restores were troublesome with ARCserve because of the database structure and size limitations with the number of files we backup, therefore we were starting to run into database problems," he recalls.

SEP Software is the premier technology leader providing high performance backup and disaster recovery solutions for professional IT infrastructures of all sizes. SEP delivers seamless solutions with one central interface to easily manage backups for heterogeneous environments.

SEP's software ensures that data security for both virtual and physical environments can be easily and cost-effectively achieved. SEP is the ultimate expression of German engineering and attention to detail. Design and programming originate from SEP offices in Weyarn, near Munich, Germany, where overall performance and reliability are of the utmost concern.

ABOUT THE NATIONAL RESEARCH COUNCIL OF CANADA

SOLUTION

SEP was the solution to the Council's backup problems. "We needed a solution that supported Linux and NetWare together, but Windows was also a factor. We are using more and more Windows components and server software. SEP supported our entire virtual system, including online backups of MS SQL. A wide variety of features were included in the SEP package, which was one of the main reasons it was chosen. SEP didn't tie us to any one vendor or component," Francis told SEP representatives.

SEP provided the effortless transition from NetWare to Linux for the Council. "While we slowly migrate our data, SEP gives us the capability to coexist with two infrastructures as we move data so we can minimize client downtime," said Francis.

RESULTS

SEP made the installation process extremely quick and easy for the Council. "A SEP system analyst set up a demo that I was able to use and test for quite some time, which gave us the confidence to go ahead with it," affirmed Francis. "I did the install myself and it was seamless. SEP is very easy to use and the client installations with the Windows and the Linux servers were simple and very easy to install. Backups to disk are fast and I really like the email alerts and notifications I am getting with SEP that I was not getting with ARCserve." said Francis. "My favorite feature is the variety of systems it supports and how easy it is to do a backup of a NetWare server, a Windows server or a Linux server without any change of functionality. It just works for all of our systems."

Francis has already recommended SEP to other colleagues and plans to continue doing so in the future. Overall, SEP was an extremely successful backup solution for the Biotechnology Institute of the National Research Council of Canada.

The National Research Council (NRC) is the Canadian Government's premier organization for research and development. NRC comprises of more than 20 institutes and national programs, spanning a wide variety of disciplines and offering a broad array of services. Located in every province of Canada, NRC plays a major role in stimulating community-based innovation. NRC employs close to 4,280 people across Canada, providing substantial resources to help Canada become one of the world's top five R&D performers.