

# Success WITH CA

BrightStor™

## Customer Info AT A GLANCE

**Company Name:**

Arizona Electric  
Power Cooperative, Inc.

**Industry:**

Electric

**Geographic Location:**

Benson, AZ

**CA Solution Used:**

BrightStor™ Enterprise Backup

**Biggest ROI:**

Backup time was cut in half, down from 8 or 9 hours to 3 or 4 hours, even though the amount of data almost doubled

## Arizona Electric Cuts Backup/Recovery Time in Half With BrightStor™ Enterprise Backup

**A**rizona Electric Power Cooperative, Inc. (Arizona Electric), headquartered in Benson, AZ, was founded in 1961 to meet the energy needs of rural southeastern Arizona. In 1999, Arizona Electric was restructured in response to deregulation of the state's electric utility industry and divided into three cooperatives: a retail sales cooperative, a transmission cooperative (responsible for a power delivery system that includes 580 miles of transmission line) and a power generation cooperative that generates 520 megawatts of electric energy for the eight organizations that comprise its membership.



Arizona Electric  
Power Cooperative, Inc.

### Rapid Data Growth Extended the Backup Window

As the number of machines under Arizona Electric's control grew to more than 22 servers and roughly 280 workstations, so did the demands on their backup software. Backup jobs that normally ran during the night, when there was little to no demand on computer resources, were starting to creep into regular business hours. "I've been here a little more than two years, and when I walked in the door, we had no SQL boxes and four servers. In that two years we've grown to eight SQL boxes and more than 22 servers. And we're backing up 20 different 'hot' SQL databases on a nightly basis," said Stan Hollowell, IT System Administrator for Arizona Electric. "Our rapid data growth meant we needed to migrate to an enterprise-level solution." The problem with backups running during regular business hours was that users were coming into work, opening files and doing their jobs while backups were still running.

"When that happens," said Tony Cardenas, Network Administrator for Arizona Electric, "your tape backup system can't back up the open files because they're locked." The backup could miss critical files and Arizona Electric risked losing critical data.

The existing backup solution had served them well, but since Arizona Electric had evolved into an enterprise data center environment, they needed a new solution.

### Arizona Electric Puts Together Their Shopping List

Foremost on Arizona Electric's shopping list was an enterprise-class backup solution that could significantly reduce the amount of time to complete all their backups, as well as back up their SQL data-

bases without having to shut them down. They also needed a product that was easy to use. "We wanted a product that didn't have a steep learning curve for the technicians who would be running backups and restores," said Hollowell.

They studied solutions offered by a couple of major backup and restore software vendors, but couldn't get satisfactory information from their salespeople. That's when Hollowell went looking for expert, independent advice. "I did some digging around and talked to third-party vendors who have run the systems we were looking at. They said BrightStor™ Enterprise Backup (BrightStor EB) from Computer Associates (CA)."

### BrightStor Enterprise Backup Gets the Job Done — and Then Some

"I actually began looking at the BrightStor EB product when it was in beta," said Hollowell. "After we evaluated it, we purchased it as the key element in our new solution. Since then, our backup window has gone from between 8 and 9 hours to between 3 and 4 hours." What makes this figure even more remarkable is the fact that the amount of data they are backing up has almost doubled since they rolled out BrightStor EB. In reality, their backup window has been significantly reduced by more than half — with plenty of room to grow.



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”

Tony Cardenas,  
Network Administrator,  
Arizona Electric  
Power Cooperative, Inc.

At the same time Arizona Electric rolled out BrightStor EB, they replaced their tape library with BrightStor™ Enterprise Backup Tape Library Option. Their restore times are now also reduced by the new enterprise backup solution. “We’ve cut our typical restore time down to 15 minutes,” said Hollowell.

One of the first true tests for Hollowell came in the first week of using BrightStor EB. “A user needed an old file restored from a BrightStor™ ARCserve® tape. The BrightStor EB took less than 15 minutes to merge the tape and have that legacy file restored. We’ve also started implementing an option for BrightStor EB called the Disaster Recovery Option. We’ve gone through our network and marked critical machines, workstations and servers, and backed those up so that upon hardware failure, we can restore a box to where it was before it failed,” he said. “We can basically lose a machine and have it back up and operational in about half an hour,” added Cardenas.

## CA Education

To get the information he needed for implementing and using BrightStor EB, Hollowell took CA-sponsored classes in Scottsdale, AZ. “I felt comfortable enough with the information from the class to implement BrightStor Enterprise Backup myself. The instructor went beyond the scope of the class and answered my questions and gave me valuable advice.”

## The Future

Arizona Electric plans to use CA’s eTrust™ Intrusion Detection software to complement their BrightStor™ and Unicenter® solutions in the first quarter of next year. eTrust Intrusion Detection offers a host of network protection services, including surveillance, intrusion and attack detection, inappropriate URL detection and blocking, alerting and logging.



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