

# Bridgewater Savings Bank

## Case Study

## Bank Speeds Recoveries, Satisfies Regulations with EVault Plug-n-Protect



### Company

Bridgewater Savings Bank

### Industry

Community bank specializing in commercial and residential lending, online and mobile banking, and wealth management

### Location

Raynham, Massachusetts

### Contact

[www.bridgewatersavings.com](http://www.bridgewatersavings.com)

### Challenges

- Disorganized, manual backup job reporting
- Slow, manual recoveries and DR testing
- Inconvenient backup storage
- Subject to local weather risks
- No bare metal recoveries

### Results

- Meets Recovery Time Objectives
- Complies with Gramm-Leach-Bliley and the Massachusetts Data Privacy Law
- Rapidly recovers lending application and in-house support systems
- Can use bare metal restores for all Windows® Server 2008 installations
- Replicates data to an offsite data repository for ensured disaster recovery

Bridgewater Savings Bank backed up its lending application and customer data with a multi-tier solution that scattered backup reports among countless emails, which the IT group had to sort through each morning. Whenever the bank's lending application failed, IT employees drove across the state to retrieve the data. The bank's backup data was stored in an area vulnerable to hurricanes and other weather risks. Bridgewater wished to replicate its backups to a safe location, clean up its reporting, and speed recoveries—all of which required an integrated and comprehensive backup and recovery system.

*"EVault saved us hundreds of thousands of dollars through a long-term agreement."*

Chris St. Aubin  
IT Officer  
Bridgewater Savings Bank

## Legacy System Unable to Meet Regulatory and Availability Demands

Many of the bank's applications carry private data and must be continually available, necessitating fast, secure, reliable backup and recovery. In addition, Bridgewater is subject to various regulations intended to protect its customers' privacy such as Gramm-Leach-Bliley and the Massachusetts Data Privacy Law (201 CMR 17). In fact, the bank's backup providers submit a SAS 70 Type II (subsequently revised to SSAE 16) audit report as proof of their own IT control effectiveness.

Unfortunately, the bank's mixed-vendor offsite backup solution was not offering the capabilities and protection Bridgewater required. "Data recovery was difficult using the legacy backup system and there was a real risk of non-compliance," says Chris St. Aubin, Bridgewater's IT officer.

It was hard for Bridgewater's IT team to measure regulatory compliance without an accurate, daily backup job report. St. Aubin and his staff had to scan email subject lines that reported backup jobs as failed or successful. This manual process was slow and disorganized.

Data recoveries and disaster recovery (DR) testing were also sluggish. "This is a critical issue for a small IT shop with one officer and two staff," says St. Aubin. For example, it took 30 hours to restore a single server. And IT often had to retrieve backup-laden hard drives from an offsite backup vendor to complete restores or DR testing, which lengthened recovery times and increased costs.

Backup data storage was neither close enough for convenience nor distant enough for security. A lack of onsite data sets meant IT employees had to travel for a day just to retrieve a hard drive containing the backup data. While this kept the recovery process crawling along, the offsite backups were stored in the Eastern Seaboard near the bank, leaving them as threatened by potential hurricanes as the bank itself.

St. Aubin also wanted the option to perform bare metal restores of the bank's Windows Server 2008 systems. This was impossible with the bank's legacy backup system.

## EVault Accelerates Restores, Meets Regulations, and Saves a Bundle

Bridgewater was determined to implement cost-effective, comprehensive backup and recovery that would restore data effortlessly and enable it to comply with regulations.

When the bank investigated other solutions, it found most backup providers were unable to provide a quality SAS 70 Type II (now SSAE 16) report—either due to inadequate control design and testing, or because they did not provide the report at all.

But Seagate's® EVault and its Plug-n-Protect solution provided compliance, ease of use, and rapid recovery including the option for bare metal restores—all at a substantial savings. "EVault saved us hundreds of thousands of dollars through a long-term agreement," says St. Aubin. EVault also offered local, onsite backups plus data replication stored at a safe distance.

## EVault Plug-n-Protect Implementation Passes the Test

Bridgewater purchased and implemented an EVault Plug-n-Protect appliance complete with EVault Software, EVault Agents for Windows and VMware, and EVault System Restore, a bare metal restore application.

To ensure EVault would perform to their satisfaction, IT ran the new EVault solution in parallel with the legacy backup technology.

“Once the initial backup seeds were taken, our technician performed a restore for each host to a VMware environment to vet the backups,” says St. Aubin. “All went well. The restores were simple to perform and progressed more quickly than anticipated.”

## EVault Resolves Bank’s Backup and Recovery Issues

Bridgewater saves backups to local data stores and replicates them out of the region to an EVault data center in the US interior, outside the path of hurricanes. EVault Plug-n-Protect saves St. Aubin and his staff at least 20 minutes a day by emailing an accurate, daily backup job report each morning in a single, consolidated document.

“We can easily review it and sign off on it for compliance and management oversight,” says St. Aubin.

The organization enjoys rapid recovery and timely testing, too. For example, when a server failure required a full restore, IT was able to recover the server in four hours onto VMware using the data backed up on its Plug-n-Protect device. Thanks to EVault, St. Aubin’s staff can restore the bank’s Windows Server 2008 servers to dissimilar hardware using bare metal restores, shaving more time off the recovery process.

“We perform full server DR restores on our VMware test bed in far less time than we could before because EVault enables us to work with local data stores,” St. Aubin says.

### To Learn More:

EVault Plug-n-Protect  
EVault Software  
EVault System Restore  
EVault Agents for Windows and VMware

To learn more about Seagate data protection appliances, visit [www.seagate.com/dp-appliances](http://www.seagate.com/dp-appliances).

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