

Trinchero Family Estates

Case Study

Trinchero Family Estates Achieves Key IT Initiative with EVault Cloud Backup Service



Company

Trinchero Family Estates

Industry

Wine Producer

Location

St. Helena, California

Contact

www.trincherofamilyestates.com

Goals

- Improve high availability and disaster recovery processes
- Manage growing data infrastructure
- Scale data protection as needed with minimal investment

Results

- Data is restored in minutes instead of hours.

The Trinchero Family Estates Winery employs more than 500 people, and is one of the leading wine producers in Northern California. Their portfolio is made up of more than twenty different brands including Trinchero, Sutter Home, Napa Cellars, & Terra d'oro, and produces a selection of private label wines. These wines are distributed to restaurants, hotel chains, and grocery stores throughout the United States.

Last year Trinchero's steering committee challenged its organization to become ISO certified. As part of that certification, the IT department needed to improve its high availability, data protection and disaster recovery processes. Joe Eaton, the senior technical systems manager at Trinchero, is responsible for all IT operations throughout their four Napa wineries and two distribution centers. To meet ISO standards, Eaton was required to move their data offsite, while ensuring immediate access to information. He also needed a solution that would be easy to implement and use.

At the time, Trinchero was using a tape system to backup more than a half a terabyte of data from multiple Windows® servers across four wineries and two distribution centers. Their tape vault was on property, and moving tapes offsite would not allow for fast and easy data restores. Eaton found that using tapes to recover lost data was an arduous process.

In searching for a new data protection solution, a key requirement was to find a vendor with exceptional customer service. His experience managing and securing data illuminated the importance of a strong relationship with solution providers. From solution design and implementation, to ongoing support and disaster recovery, Eaton learned that one of the most important criteria for success was finding a solution provider that was actively engaged with their customers. A data protection provider with world-class support and infrastructure was an essential requirement. Trinchero's next vendor would need to be responsive and respond to their desire to create a long-term partnership.

Selection

Being located in the heart of earthquake country, Eaton needed to ensure the data would be protected outside of California, but still be recoverable in the event of a disaster. Another concern was Trinchero's short backup windows. Each day, nine servers with more than a half a terabyte of data would need to cycle through a backup in less than eight hours. Other requirements revolved around the everyday use of their internal systems. The new backup solution would need to support SQL engines as well as the ability to backup and restore open files.

Eaton and his IT team created a matrix and reviewed several vendor proposals, including the EVault® Cloud Backup Service* automated online backup and recovery service from Seagate.® "Initially we liked EVault Cloud Backup Service because of Seagate's reputation," Eaton said. "But once we began testing it became more than just the Seagate name. The solution fit our requirements—and just as important, their organization seemed most willing to work with us to address our data protection needs." The EVault team demonstrated the product through a Proof of Concept (POC), and throughout the process, EVault provided Eaton and his team with a peek into the customer support function, demonstrating the customer support team's expertise of the EVault Cloud Backup Service product and platforms supported by the data protection product.

* Formerly named EVault SaaS

During the POC, Eaton saw the backups complete in record time—as much as four times faster than their tape backups. After a thorough product evaluation, Eaton and his team came to the conclusion the EVault Cloud Backup Service offering met their criteria.

Implementation

Trinchero required protection for 9 Windows servers and the onsite engineer helped to install the EVault solution on these systems. In the event of a natural disaster, Eaton chose to backup all of his data to a vault in one of EVault's top tier datacenters on the East Coast. With EVault Web CentralControl, Eaton and his team can manage all of their backup and recovery operations from their computers. In the event of disaster, the team would be able to manage the data recovery remotely.

The implementation and training of EVault Cloud Backup Service took just a few days. Once the sales engineer arrived, he installed a software agent on each Windows server. Some of the servers required an installation of a plug-in to protect the SQL and backup open files. Once the agents were installed, the initial seed (complete backup) took place. Seeding, can be completed over the internet, but in Trinchero's situation some of the data volumes on servers were so large they decided to take advantage of EVault's Premium Data Transfer Services. The winery seeded its data to a Quick Ship Mobile (QSM)—provided by EVault, and shipped it to the vault on the East Coast. The data was then transferred to their secured vault.

Once the data was on the vault, the sales engineer worked with Trinchero's Network Systems Manager, Marvin Mondonedo, to set-up their custom backup schedules. Trinchero's backup schedule includes daily, weekly, monthly and annual retentions; and are scheduled to run at night when system use is at a minimum. The team is proactively notified of back-up successes and failures. Unless the team needs to make changes to their backup schedules, need to recover data, or add new servers to their infrastructure, there is little work required by the IT staff.

Eaton and his team saw instant results. In the past, when the help desk received a call about lost files, the technician would groan in anticipation of all the work—the process to restore files was long and painful. Once the deleted files were identified, IT staff would work through a difficult interface to identify the tape to begin the restore process. The tape would be pulled from storage and mounted. The technician would then begin searching the tape for the file. At best it could take twenty minutes or longer to restore one file. With EVault Cloud Backup Service, a technician could restore a file within a minute or two.

Even after the initial implementation, Eaton's team received frequent follow-up calls to ensure the products were meeting the organization's requirements. In addition, when calling customer support, Eaton knew he could rely on EVault. Eaton says, "If we had just a trivial question, they would be right there for us. As a manager that is what I look for in my vendors—someone who wants you to succeed." If there were specific questions about software platforms, Eaton knew EVault had experts available to iron out the wrinkles.

"I love those types of systems where we just sit there and they do what they are supposed to do. They don't require much love and attention."

Joe Eaton,
Senior Technical Systems Manager
Trinchero Family Estates

Maintaining a Proactive Relationship

EVault proactively communicated with Trinchero well beyond the initial implementation. In this way they were able to stay abreast of Trinchero's evolving needs. During a routine follow-up call, EVault brought up his requirement for even shorter backup windows. Despite their very fast network, the sheer volume of data was cutting it close within their allotted window. The EVault team suggested testing the Express Recovery Appliance, a pre-configured storage appliance that can be installed as a local vault in Trinchero's offices for LAN speed backup and recovery, while automatically replicating the local backups to their offsite EVault data center. Since the appliance is onsite instead of at a remote data center, it offers significantly faster backup performance.

Local restores can also be performed from the appliance, improving restore speeds and meeting more aggressive recovery time objectives. Eaton's team tested the appliance and found it completely resolved their issues.

Eaton adds, "We just simply didn't have the time to backup all of our data nightly. So now we're just slamming data into the EVault Express Recovery Appliance and it can parse it right out."

Eaton now spends just a few minutes each morning checking his backups for errors or failures. With EVault Cloud Backup Service Trinchero not only found a solution that fit their requirements, but also a partner who is willing to support their growing and evolving organization.

To Learn More:

EVault Cloud Backup Service
EVault Express Recovery Appliance
EVault Agents for Microsoft® SQL Server

To learn more about Seagate hybrid cloud solutions, visit www.seagate.com/cloud-backup.

seagate.com

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