

PMS International chooses Synerway backup solutions

In early 2012, PMS International tested, purchased and installed a 32 TB Synerway Appliance and LTO5 tape library to protect their heterogeneous IT system comprising critical Linux, Windows and Mac OS machines. PMS International IT Manager Pete Smith details in this interview why PMS chose Synerway data protection & restoration solutions to secure their IT Infrastructure and how this choice has helped the IT Team save considerable time on day to day activities.

What was your backup solution prior to Synerway? Were you facing specific issues?

We were using an in-house solution that we implemented about 5 years ago consisting of a Windows server with off-the-shelf backup software installed on it backing data up to a 16-tape LTO-2 library system. The backup system was sequential so as data growth continued throughout the years, the backups would queue up and frequently **it was taking more than 24 hours** to complete a daily backup so **we had to move onto twice-weekly backups**. Restoration was a time-consuming process and would often involve manually re-loading older tapes into the library, even for quite recent backups.

How did the Synerway installation / training process go?

We had the kit shipped to us in advance of the install date so we could get it racked and in place at our leisure – very useful for a busy IT Department. The on-site setup and training process was held over two and a half days with **informative presentations** about how the backup solution would fit into our environment and also **assistance with loading software** on to our servers.

How has Synerway changed your backup environment / processes?

The backups are now considerably **faster** and our daily server protection is **easily achievable** because backup jobs run concurrently. Restorations can now be **achieved in minutes rather than hours**. Reports on backup status and available storage/tapes are **automatically emailed** to the IT Department rather than us having to manually or periodically check.

Have you had any restoration requests the Synerway installation has had to handle?

Two days after the Synerway solution went live we had a request to restore some emails within a user's mailbox - **a good and successful test**. We have also restored file and folders from our file server which had been removed in error.

How might Synerway help PMS in future backup projects?

We could potentially expand to have a second Appliance at our Manchester site.

Do you see other benefits of the Synerway solutions?

One of the major benefits of the Synerway solution, and certainly something that appealed to the whole PMS IT Department is that **it runs on a Linux platform. This means that there is little or no overhead with licences, updates, patches, virus** etc. that would occur with many rival solutions



« Backups are now considerably faster and daily backups of all our servers are easily achievable as they can run concurrently. Restorations can now be achieved in minutes rather than hours. »

Pete Smith,
IT Manager



About Synerway

Synerway designs and supports a range of **data backup and restoration Appliances and software dedicated to IT protection** with storage space ranging from **1 TB to 96 TB** (Raid 6). Many SMBs, local authorities and multi-site corporate clients use Synerway Appliances on a daily basis to **protect** their Information Systems. For more information, please visit our web site: www.synerway.com