



Arsenal Digital Solutions

EMC Avamar delivers robust technology to storage service providers

Arsenal Digital Solutions, a leading storage management services provider, offers a comprehensive and flexible suite of data protection, business continuity, disaster recovery, and regulatory compliance services. Headquartered in Cary, North Carolina, Arsenal's over 900 enterprise customers are served by 45 data centers spanning six continents—all supported through its vast network of partners.

Arsenal knew that in order to ensure growth and profitability and to continue to provide a value-added service to its partners, it had to continue to strengthen remote backup capabilities within its portfolio of services.

Extensive research was conducted to find the right solution to help address this goal. EMC Corporation became the vendor of choice. The EMC® Avamar® software solution presented Arsenal and its partners with a set of capabilities designed to overcome the limitations of traditional backup and restore solutions.

EMC Avamar rises to the challenges

Arsenal's rapid growth, expanding portfolio of services, and commitment to exceptional customer service raised some distinct business challenges for the company. It needed a more robust solution to address the growing demand for data storage. Arsenal also wanted to improve its ability to protect rising volumes of remote office/worker data. In addition, the company wanted to provide more bandwidth-efficient services for faster and more cost-efficient data transfer.

Arsenal has always been committed to providing its partners with high-value data protection and business continuity services to better serve their partners' end users. To improve its data protection capabilities Arsenal turned to EMC and its Avamar technology and was able to complete entire system backups while using an existing network infrastructure—without impacting productivity. With EMC Avamar, Arsenal can react instantaneously to changing business environments and circumstances, as well as operate with confidence, whether in a controlled data center or across global remote offices.

Supporting data protection requirements for the growing number of remote offices and mobile workers was a challenge because data was no longer centrally located at one corporate location. EMC Avamar provided a data protection system that is flexible and allows for distributed administration. This enables Arsenal to deliver responsive support to all of its customers' locations from its centralized global network operations center.

The service industry requires efficiencies in all areas, including how data is handled. To that end, EMC Avamar provides maximum data efficiency by using data compression and by addressing redundancy at the source. EMC Avamar client agents identify repeated data sequences stored within files and across systems and only store each sequence a single time for an entire enterprise. As a result, copied or edited files, shared applications, embedded attachments, and even daily changing databases only generate a small amount of incremental storage for an EMC Avamar system.

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A solution that works for all

Addressing Arsenal’s three critical business requirements, EMC Avamar improved storage capabilities, provided protection for remote office data, and increased data efficiency.

Today, Arsenal ViaRemote, a fully managed remote backup and recovery service for PCs and servers, enables enterprise-wide data protection—from data centers to branch offices and remote laptops. With ViaRemote, Arsenal’s channel partners can aggressively pursue the rapidly growing market for data backup and restore services by extending service availability to include non-data-center locations, while retaining existing customers with a compelling, durable service. ViaRemote quickly delivers secure, bandwidth-efficient, network-based data protection using an existing broadband network infrastructure.

“We’re getting a lot of demand from customers who want to sweep multiple, geographically diverse locations. EMC Avamar is the most network-efficient solution we found,” says Brick.



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Customer Profile
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