



First National Bank Hermitage, Pennsylvania

Micro Focus® GroupWise® Disaster Recovery came to the rescue when this bank's air conditioner broke, causing the email server to shut down.



Challenge

Email is a primary form of communication for First National Bank. Since email interruption can wreak havoc on employee productivity and customer service, FNB took steps to prepare for an email disaster, and it paid off.

When an air conditioning unit stopped working in one of the company's server rooms, the temperature rose and the servers, including the email server, shut down.

Solution

An employee restarted the email server before it had sufficiently cooled, and the result was a corrupted database. Over the next few hours, the company's IT personnel tried, unsuccessfully, to repair the database. After that, the decision was made to switch over to the GroupWise Disaster Recovery server. In 10 minutes, the email service was back up and running. A few days later, they began the pre-migration process. It went so smoothly that switching back to the primary server went undetected.

"Migrating from the backup server is usually the hardest part of the process. But with Reload (now GroupWise Disaster Recovery), it almost seemed too easy," says Christina Pedas, Sr. Network Engineer.

Results

First National Bank's policy is to store emails for many years for its 2,500 employees. And, at least once a week, they need to access an old email. With GroupWise Disaster Recovery, it's easy to do. They just put GroupWise Disaster Recovery in restore mode, point to the backup, and restore the email.

Before First National Bank chose GroupWise Disaster Recovery, it was backing up its emails using a tape backup. Initially, FNB was just looking for a replacement solution—only to be used in an extreme circumstance. But GroupWise Disaster Recovery provided much more. Using a tape backup, it would take several days to recover a single email. Both legal and human resources departments at the bank needed a faster and more frequent response, so the IT department turned to GroupWise Disaster Recovery. Now, not only does GroupWise Disaster Recovery securely store their email backups, but it lets First National Bank employees access those emails in minutes. FNB has come to rely on GroupWise Disaster Recovery on a day-to-day basis, rather than an emergency backup system only. GroupWise Disaster Recovery has significantly eased the burden on the company's IT personnel, freeing up time for other projects.



First National Bank

At a Glance

■ Industry

Financial Services

■ Location

United States

■ Challenge

After the bank's air conditioner broke, the email server shut down.

■ Solution

Use GroupWise Disaster Recovery to seamlessly switch to the backup email server.

■ Results

- + Provides a "security blanket" to make sure its emails are both safe and accessible at a moment's notice
- + Offers capabilities for the bank's next server migration

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CHRISTINA PEDAS

Sr. Network Engineer
First National Bank

www.microfocus.com

GroupWise Disaster Recovery is the “security blanket” that First National Bank relies on to make sure its emails are both safe and accessible at a moment’s notice. Because of the ease of the previous GroupWise Disaster

Recovery migration after the email server failure, First National Bank plans on making GroupWise Disaster Recovery a part of its next server migration.



Micro Focus

UK Headquarters

United Kingdom
+44 (0) 1635 565200

U.S. Headquarters

Rockville, Maryland
301 838 5000
877 772 4450

Additional contact information and office locations:

www.microfocus.com