Shady Side Academy

Micro Focus® GroupWise® Disaster Recovery came to Shady Side’s rescue twice, providing seamless access to GroupWise during outages.

Overview
As a private K-12 school with three separate facilities, Shady Side Academy has 1,600 mailboxes for its students and faculty. Email plays a critical role in student and teacher communication and administration of the school. Established in 1883 in a one-room school house in Pittsburgh’s East End, Shady Side Academy continues to fulfill its objective to educate future leaders in business, industry, the arts, science, education, government, and more.

Challenge
For four years, Ron Carter, Technology Director at Shady Side Academy in Pittsburgh, ran a nightly backup of his GroupWise email system using GroupWise Disaster Recovery before he ever had to use it for disaster recovery. Then he needed it—not once, but twice.

Solution
The first time Shady Side Academy needed GroupWise Disaster Recovery was when the SAN unexpectedly went down. Ron quickly switched over to the GroupWise Disaster Recovery system by pointing the DNS to the GroupWise Disaster Recovery server instead of the SAN. Shady Side Academy faculty and students continued using their GroupWise email without losing a beat. Most users had no idea. Instead of having to field phone calls from panicky users trying to access their email, Ron’s IT team was able to concentrate on restoring GroupWise on the SAN. Not much later, Ron was setting up an archiving system with stubbing and testing it for a few users. Turns out that stubbing wasn’t working correctly and those users’ past emails became inaccessible. Needless to say, they were not happy about it. “Most of our users had no idea we were even running on the Reload (now GroupWise Disaster Recovery) server. It freed up my IT team, so we could quickly troubleshoot the problem without the phone calls from panicked users. Reload was definitely worth the investment,” explained Ron.

At a Glance
- Industry: Education
- Location: United States
- Challenge: Shady Side’s SAN went down unexpectedly.
- Solution: Use GroupWise Disaster Recovery to seamlessly run GroupWise during the outage.
- Results:
  - Cut time spent working on backup related by about 90%
  - Reduced 500 GB in SAN, which was nearing capacity
  - Provided full access to archive for end users

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RON CARTER
Technology Director
Shady Side Academy
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RON CARTER
Technology Director
Shady Side Academy

Results
Ron easily solved the problem by bringing the previous night’s GroupWise Disaster Recovery backup online. The affected users then simply restored their own emails without tying up his IT resources. Ron wasn’t surprised that GroupWise Disaster Recovery worked as well as it did when it was needed because he regularly tested his backups. “Being able to test your backup system anytime is one of the best things about Reload (now GroupWise Disaster Recovery). With a tape backup, you never know if you have what you need until it’s too late. Reload gives you confidence.”