

UNIFIRST CASE STUDY



Presidio Implements Comprehensive Data Backup, Storage and Archiving Solution for UniFirst

PROJECT FACTS

- EMC Emailxchanger allows all Lotus Notes e-mail to be archived for compliance
- NetBackup 6.0 with disk staging automates backups to disk and relocation of data to the SL500 tape library for long-term storage
- EMC Clariion Networked Storage System allows terabytes of data online to be stored and easily accessed

UniFirst, one of North America's largest workwear and textile services companies, has been a leading supplier since 1936. They rent, lease and sell uniforms, protective clothing, custom corporate workwear, floorcare and other facility services products to all types of businesses. UniFirst serves more than 200,000 customer locations from sites in the United States, Canada and Europe and puts more than 1 million people in work apparel each business day.

When UniFirst engaged Presidio Networked Solutions (Presidio), they were looking to resolve several growing IT concerns related to data storage and information lifecycle management. UniFirst was faced with an aging storage area network that wasn't adequate for its growing business. In addition, UniFirst had deployed various versions of backup software, and its data backup process had become decentralized and inefficient.

UniFirst's stringent electronic data retention policy, requiring all electronic mail from the company's Lotus Notes e-mail system to be archived, was also beginning to cause pain for the UniFirst IT staff. UniFirst was maintaining a distributed Notes environment with more than 1 terabyte of data on the Notes Servers. Aging data from the Notes system was being backed up to tape, and the number of tape cartridges being stored had reached an unmanageable number. Even with all the data saved to tape, it was difficult, if not impossible, to find and recover specific e-mail messages, and the cost of tape to support the retention method was quite significant.

THE IMPLEMENTATION

A key step in the mitigation of UniFirst's data storage concerns was the replacement of its aging storage area network. Presidio implemented a new EMC Clariion Networked Storage System, which migrates data from the existing EMC FC4700 to the new SAN. The new storage solution implemented for UniFirst is scalable to support up to 38 TBs of capacity that meets their immediate and future needs.

Prior to the upgrade project, UniFirst was running three different versions of Backupexec, and the backup and restore process was time-consuming and inefficient. UniFirst needed to centralize all backups and relied on Presidio to implement NetBackup 6.0 with disk staging and a new Storagetek SL500 tape library. Disk staging automates backups to disk and relocation of data to the SL500 tape library for long-term storage. With UniFirst's backup environment now centralized, the IT team no longer has to log onto three different servers to check the status of their backups.

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BENEFITS

UniFirst wanted to shrink the size of the Lotus Notes environment while continuing to archive all e-mail communications for compliance purposes. To achieve this, Presidio implemented EMC EmailXtender. EmailXtender is an archiving solution that helps retain and manage e-mail as a record of business to achieve regulatory compliance, adhere to corporate retention policies, and support legal discovery activities. The use of EmailXtender greatly reduced the size of the Lotus Notes databases and gave UniFirst the ability to archive all e-mail for compliance.

The new backup, storage, and archiving solution is effectively addressing UniFirst's stringent e-mail archiving requirements while providing room for other growing data storage needs.

PROJECT MANAGEMENT

Completing projects on-time and on-budget is always a concern. Presidio has developed a time-tested approach to managing IT projects.

The Total Success Methodology is based on the Project Management Institute's Project Management Body of Knowledge, the world's most comprehensive quality project management practice. Presidio manages every IT project through five key stages: plan, design, integrate, operate and optimize. Every project, no matter how large or small, is carefully guided through these five stages and is overseen by a dedicated, professional project manager.

7601 Ora Glen Dr., Suite 100
Greenbelt, MD 20770
301-313-2000 office
301-313-2400 fax

10 Sixth Road
Woburn, MA 01801
781-638-2200 office
781-932-0026 fax

One Sun Court
Norcross, GA 30092
770-449-6116 office
888-786-3282 toll free

www.presidio.com



Presidio Networked Solutions addresses the complete technology lifecycle - plan, design, integrate, operate, and optimize - of networking and system solutions and services for the commercial and government markets. Presidio's comprehensive portfolio comprises unified communications, wireless, advanced security, storage, and systems infrastructure solutions. Presidio also offers customers an extensive range of financing solutions, including leasing.

The company represents leading technology innovators:

- Cisco Master Certification for Unified Communications
- Cisco Gold Certified Partner
- EMC2 Platinum Partner
- IBM Premier Partner
- NetApp Premier Partner
- Nortel Elite Partner
- Microsoft Gold Partner
- Sun Strategic Technology Partner