

ATTIX⁵ **BACKUP PROFESSIONAL**

CASE STUDY

PFIZER CHOOSES ATTIX5 FOR ONLINE BACK-UP

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Pfizer SA has standardised on Attix5, a local back-up specialist's suite of Backup Professional products for its back-up.

[23 September 2003] - The automated and secure back-up solution aims to give Pfizer back-up for its back-end servers and desktop fleet right through to mobile laptop users.

Johan Van Niekerk, national infrastructure manager at Pfizer SA, says that Attix5 offers the company the speed it needs to complete its back-ups, as well as integration with its hierarchical storage management system. Backup Professional gives us the speed of disk-to-disk back-up," he says.

"Restore times are much quicker as well. After the initial full back-up was made, Backup Professional only transfers the changes to the files, resulting in faster, more flexible restore options," he adds. Van Niekerk says the other feature that is considered vital for Pfizer is the self-service functionality.

This is especially useful after hours, when there is no help desk available, or when staff connect from home or while travelling. "End-users have the ability to restore a file inadvertently lost on their laptop or desktop by choosing Backup Professional directly from their Web browser and accessing the saved file immediately.

Another function that we have found useful is successfully restoring all files onto a new desktop or laptop directly from the server, instead of copying from the old hard drive to the new," he continues.

Gary Novitzkas, sales and product management director at Attix5, says that Backup Professional gave Pfizer peace of mind where the company needed it most. "Pfizer's problems with its previous back-up solution were two-fold," he says. "Firstly, it was never sure that back-ups made had 100% integrity. And, secondly, the time to restore from those back-ups was unacceptably long.

The back-up window - the time Pfizer has every day to perform back-ups without impacting on daily business "was too short to cope with its existing hierarchical tape system."

Novitzkas says that because Attix5 is a local company, it can develop solutions that are tailored for the SA market and be much more flexible to client needs. "These factors are proving our worth in the market as more clients like Pfizer trust Backup Professional for their back-ups," he adds.

Pfizer is rolling out to the servers at the offices in Cape Town, and, once the network upgrade has been completed, Backup Professional will be installed on all desktops and laptops.

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