



## CASE STUDY

# Revolutionizing Disaster Recovery: How Ephrata School District Transformed their Data Backup Process

## The Customer & Key Challenges

### Dated Backup Processes & Disaster Recovery Platform

Sean Garman, Supervisor of Technical Services, has been at Ephrata School District in PA for over 24 years, currently with 500 staff members and 4200 students. The IT department was using Backup Exec programs to backup data via tapes until they started working with Todd Diehl, President at Netwire PC in 2010. In 2015, they realized that Ephrata SD required a more accessible and reliable disaster recovery solution to reduce the risk to the school's critical data. Ephrata School District needed easily accessible data on-premises and in the cloud for anytime restoration, increased capacity, without extra cost.

### Key Results

- Increased storage capacity at the right price
- Ease of use with friendly dashboard
- Automated daily reporting improved productivity
- Complete system restore within 30 minutes; not days

## Solution Overview

### Data Backup System Gets a Facelift

Netwire PC introduced Ephrata to Infrascale, the most trusted data protection provider, and their File and Folder Backup solution, resulting in a purchase of 1 TB of cloud storage. Together, they worked closely with the Infrascale's award-winning support staff to make sure the data was secure and easily accessible when restoration was needed. The solution exceeded their expectations, and the school district upgraded to 1.5 TB in 2014.

### Overhauled Disaster Recovery Plan Drives Budget-Friendly Hybrid Access

Since 2006, Ephrata had been using VMWare to run their virtual applications. In 2015, Netwire PC introduced Infrascale Backup & Disaster Recovery (IBDR), offering the best of both worlds with an appliance for local backups and cloud storage for the data. Most important to the plan was the ability to immediately access the data, should a disaster occur. Other contenders in the research included Veeam and Barracuda. Ultimately, the decision came down to the best compliment to what the district was aligned with, along with pricing. Ephrata purchased their first Infrascale appliance with cloud storage. The appliance was placed in the data center at their local IU,

enabling site-to-site backup with this solution in place, Ephrata could boot a server from the appliance when needed or from the cloud when a more severe instance occurred locally simplifying and speeding up the entire process. Since then, Ephrata has upgraded to a new appliance and added more storage.

## Results & Outcomes

The most influential factors on the decision included capacity, price and ease of use. Ephrata’s team continues to appreciate the friendly dashboard and daily/weekly/monthly reporting sent via email, and any alerts automatically notified through the system. In fact, Ephrata School District experienced a human data disaster when someone had overwritten or deleted data. With Infrascale’s solutions they were able to quickly restore the deleted data in just minutes. In another instance, a flawed software updated that required a quick restore within minutes and another time when a software update killed the entire system. This posed no problem; Infrascale’s solution restored the entire system in less than 30 minutes—not days, reducing downtime, saving money and improved efficiency. Better yet, Ephrata has found the Infrascale support team to be very responsive and quick; “they jump in and take care of the problem and can quickly connect and take over the system, if needed, said Sean Garman, Supervisor of Technical Services, Ephrata School District.

Today, the Ephrata School District support team is comprised of seven technicians in the district, with a total IT department of 11. The Ephrata SD datacenter includes 4VM hosts, a NAS unit and close to 100 VM (virtual machines) servers, with one connection out to the intermediate unit. Infrascale resides in their datacenter as part of their IU 13 WAN, serving seven buildings in the district (all connecting to Sean’s datacenter). Next, Ephrata is exploring Infrascale’s ICAB product to protect and backup Microsoft 365 and Google Workspace, as well as learn how easy the public sector contracts can be used through Infrascale’s partnership with **TD SYNnex**.



“I would recommend Infrascale to other school districts simply because of the ease of use, reporting capabilities and the COST!”

Sean Garman,  
Supervisor of Technical  
Services, Ephrata School  
District



### About Netwire PC



Netwire PC is a small computer-based company serving homes and businesses throughout Lancaster County, PA. The goal of their business is to provide top notch customer service, assuring complete customer satisfaction. What sets Netwire PC apart from other companies in the area is their very competitive pricing and dedication to customers. Netwire PC can assist home users as well as businesses with all of their computer needs. No job is too small!