



Motorola Inc.

MOTOROLA CHOOSES ALTIRIS AS ITS GLOBAL BACKUP-AND-RESTORE STANDARD, SAVING \$6.04 MILLION A YEAR

THE SOLUTION

Altiris® Recovery Solution™

"Altiris has clearly paid for itself. Under our old backup system, some of our data was always at risk. Not any more. We're in the process of expanding to 55,000 licensed users, our entire employee base. Once this expansion is completed, we will have what we feel is the best data protection available. Recovery Solution has given us real peace of mind."

—Ron Neher
Principal Staff Scientist
Motorola

ABOUT MOTOROLA

Motorola, Inc., headquartered in Schaumburg, Illinois, is a global leader in wireless, automotive and broadband communications. Motorola employs more than 55,000 people worldwide and generated \$27.3 billion in sales in 2002. A Fortune 500 company, Motorola is a global corporate citizen dedicated to ethical business practices and pioneering important innovations that make things smarter and life better-honored traditions that began when the company was founded in 1928. (www.motorola.com)



altiris®
intuitive > manageability

THE CHALLENGE

- > Quickly and accurately back up user data in many types of computer environments, from standalone laptops to PCs on low-bandwidth LANs.
- > Allow users to quickly restore their own data to increase IT support staff productivity.
- > Back up live data while allowing employees to continue to use their applications during backup operations.

THE BUSINESS VALUES

- > Recovery Solution automatically and transparently backs up only the portions of data that have changed since the previous backup, ensuring fast, accurate backups that make the most efficient use of bandwidth and storage space.
- > Users can restore data with a simple right-click of their mouse.
- > Because Recovery Solution backs up live data, Motorola employees can keep Microsoft Outlook and other much-used applications open throughout the day yet be assured their data is protected.

MOTOROLA CHOOSES ALTIRIS AS ITS GLOBAL BACKUP-AND-RESTORE STANDARD

All companies, from the largest in the world to the smallest, share many of the same business challenges. One of the biggest is data protection. In a fast-paced, high-tech world, most businesses depend on their data to survive and grow. Providing employees with reliable backup-and-restore solutions is a top priority for every information technology (IT) department. "Given the many different computer environments that our employees work in around the globe," said Ron Neher, principal staff scientist for Motorola, "backing up data is a huge concern to say the least."

Depending on the size and geographic location of their group, Motorola employees use everything from standalone laptops to PCs connected to local-area networks (LANs), wide-area networks (WANs), and enterprise networks, some with very low bandwidth and others with bandwidth to spare.

MANUAL BACKUPS AND LOW-BANDWIDTH PUT DATA AT RISK

For years, Motorola relied on a variety of backup systems, many of which required its users to back up their own files on a daily or weekly basis. "If employees didn't remember to back up their information, it could lead to disaster," continued Neher. "Such a system was prone to human error. If a person is too busy to back up his files on Wednesday and decides to do it Friday, he could lose data on Thursday and have no way to recover it.

"And then there's the issue of bandwidth. Outside of North America, we have to deal with many low-bandwidth situations. If several employees in Latin America, for example, try to back up large amounts of data at the same time, it could slow the network to a crawl, which slows productivity and could ultimately affect customer satisfaction. We needed a backup solution that was transparent, automatic, and gave us 100-percent assurance that no matter what happened, from a natural disaster to a hardware failure, every employee in Motorola could access his data."

WHY MOTOROLA STANDARDIZED ON ALTIRIS

Motorola spent months conducting extensive research on the leading backup systems in the market. After testing each solution, the company chose Altiris Recovery Solution as its worldwide backup-and-restore standard. "Altiris came out on top after all of our studies," said Neher. "It met every one of our business objectives and then some. Recovery Solution backs up even live data, on a regular basis without human intervention, and it only records the data that changed since the last backup, so bandwidth is never a problem. In fact, CPU utilization during a backup is as low as ten to 20 percent. It's the most efficient, reliable solution we found."

In a typical configuration, Motorola first installs the Recovery Solution server component onto a server. After inputting a list of desktops and laptops to back up, the server pushes the Recovery Solution agent out to the machines and the system is ready to go. During the first backup, Recovery Solution records everything on a machine's hard drive, from the operating system to network settings and e-mail messages.

Afterwards, Altiris automatically takes daily snapshots of only the data that has changed, compresses it, and sends the information packet over the network to another server which pushes it out to an EMC Clarion disk array for storage. Laptops follow the same backup procedure each time they connect to the network.

USERS EASILY RESTORE THEIR OWN DATA, REDUCING HELP DESK CALLS

"We have 23,550 licensed users of Recovery Solution," noted Neher. "And each user averages 1.62 GBs of unique data to back up. That's a lot of information. We trust Altiris completely and it hasn't let us down. Employees no longer have to remember to perform backups and, best of all, they can recover any lost data with a simple right-click of their mouse. It's that easy. Also, if a system crashes Recovery Solution can create a CD that boots the system and completely rebuilds it from scratch. Other products require a lengthy manual process to do a full system recovery. The call volume on our help desk went down dramatically after we implemented Altiris. Now the IT staff has more time to address more mission-critical problems instead of talking someone through a data restore process, only to possibly find out the data is not available because the user forgot to back it up."

Neher especially likes the way Recovery Solution can be customized to meet almost any user need. "If, for example, a salesperson creates a ten MB PowerPoint file and sends it to 100 other salespeople, the Altiris product is smart enough to make only one backup copy and give the other 100 users a pointer that maps them to the original copy. If one of the salespeople customizes the presentation by putting her name and a new title on it, Altiris would only record her changes, not the entire 10 MB file. The solution is very fast and extremely efficient when it comes to bandwidth usage and storage space, which are two big reasons why we chose Recovery Solution in the first place."

CUSTOM CONFIGURATIONS ALLOW FLEXIBILITY TO MEET ANY BACKUP NEED

Recovery Solution can also be configured so it will not run more than one backup at a time preventing a low-bandwidth network from being flooded with packets. Also, a Quality of Service (QoS) feature can be triggered to give backup data a low priority so critical business applications can speed across the network whenever they are needed. "Altiris is very flexible," said Neher. "One of our biggest needs is backing up live Microsoft Outlook data. Our employees use Outlook throughout the day and can't afford to lose any of their important e-mails. Our old back up system could not record live data, and users had to back up their entire Outlook file, often a gigabyte or more in size, every time they initiated a backup. That was time-consuming plus it ate up bandwidth and storage space."

RECOVERY SOLUTION SAVES MOTOROLA \$6.04 MILLION ANNUALLY

Motorola conducted a before-and-after assessment of its data restore, recovery, and replacement costs and found that Recovery Solution saves approximately \$6.04 million each year in labor costs alone:

	Before Altiris	With Altiris
Data Restore ¹	\$ 4,400,000	\$ 176,000
Disaster Recovery	\$ 281,952	\$ 46,992
Desktop Replacement ²	\$ 2,110,000	\$ 528,000
Approximate Totals:	\$ 6,791,952	\$ 750,992

¹ Based on performing one data restore a year on each of the company's 22,000 PCs. ² Based on labor costs to annually replace 30% of the 22,000 PCs each year.

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ABOUT ALTIRIS

Altiris, Inc. offers a full line of Web-enabled solutions that empower organizations to easily manage desktops, notebooks, handhelds and Windows, Linux and UNIX servers throughout the IT lifecycle. Altiris provides fully integrated, complete systems management solutions for client and mobile, server, and asset management. Altiris' vision is to automate, simplify, and reduce the cost and complexity of IT lifecycle management with a rapid return on investment. For more information, visit www.altiris.com.



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