

# Well Known Application Service Provider Protects End Users' SQL Servers from Data Loss Using SonaSafe Solution



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***Tellurian Networks wanted to provide reliable backups for their customers' SQL Servers hosted at Tellurian's data center and also was required to protect them from potential disasters. Tellurian used SonaSafe for SQL Server solution to provide reliable backup/recovery and disaster recovery services.***

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## **Situation**

Tellurian Networks is a well known Application Service Provider (ASP) with offices in New Jersey and California. Tellurian offers a variety of hosting and related services to both business and residential customers. It has over 10 data centers scattered across United States and it hosts thousands of servers. Tellurian Networks proactively monitors all aspects of a client's solution from database response times to WAN connectivity performance to disk space usage. Tellurian's Network Operations Center (NOC) staff instantly responds to any alerts. Tellurian Networks also provides a secure web portal to give clients access to all information available regarding performance, traffic utilization, alerts and trouble tickets.

Tellurian hosts a large number of SQL servers for their customers. Tellurian was looking for a solution that will backup SQL databases faster and reduce the size of the backups and also automate the process of creating standby databases for disaster recovery purposes. Also, Tellurian had to automate the entire process due to the high number of machines involved and use the backup application to meet regulatory compliance requirements.

## **Solution**

The customer provides hosting and managed services to physicians for their Electronic Medical Records (EMR) and Practice Management solutions. The underlying database for the EMR solutions is Microsoft SQL Server and the customer hosts a large number of them at their data center in New Jersey. The customer wanted to backup these databases regularly throughout the day and at the same time wanted to keep another copy of the databases at a remote location in California for disaster recovery purposes. They were looking for a solution that would automate the SQL Log Shipping process and also the entire backup and recovery process. To implement a successful SQL Log shipping process requires a good DBA with the right skill sets and enough time to accomplish the tasks needed. Managing Log Shipping is a tedious task and it takes a tremendous amount of time.

## Solution Overview

### **Customer Profile**

Tellurian Networks offers a vast array of application hosting solutions, server co-location and management services, fast and reliable business and residential Internet connections, disaster contingency services, web and email hosting packages, anti-virus and anti-spam solutions, and web design and development services.

### **Business Situation**

Wanted to provide reliable backup/recovery and disaster recovery services to their customers

### **Solution**

The company leveraged SonaSafe's backup/recovery and standby capability to offer reliable data protection

### **Benefits**

- Centralized management
- Ability to meet SOX, HIPAA requirements
- Excellent compression
- Reliable data protection

### **Software and Services**

Microsoft Windows 2003 Advanced Server  
Microsoft SQL Server 2000 Standard Edition  
SonaSafe for SQL Server 3.5

### **Hardware**

The production environment relies on:

- 1 Intel Xeon 2.0GHz (Dual Option Available), 133MHz BUS, 1GB SDRAM
- 1 Sony CD-ROM - IDE 52x Enhanced IDE
- 1 Controller - IDE RAID 3Ware Escalade 7506-8 ATA
- 4 x 200GB ATA-100 IDE Hard Drives

Using Sonasoft's solution, one can create one-to-one, many-to-one and one-to-many standby scenarios through an automated template driven process. On the fly compression significantly reduces the data size causing a decrease in both storage costs and the load on infrastructure. Using Sonasoft's solution, the customer automated the entire backup/recovery and disaster recovery processes.

## **Benefits**

Tellurian hosts a number of SQL servers for its customers. As the number of servers increased, backing up these servers efficiently became a key issue. Also, using native SQL backup capability to perform backup and log shipping tasks became a challenge due to the disk space required and the time involved to transfer huge amounts of data. Sonasoft provided a simple solution, which was easy to use and quick to implement.

Using SonaSafe, Tellurian is able to centrally manage all the servers and reliably update the remote standby servers in real time. On the fly compression provided up to 95% compression and the customer was able to reduce storage costs drastically while keeping more backup copies of the database on disk. Also, compression reduced the load on network infrastructure. Sonasoft offered a solution which not only provided superior value but at one fifth of the cost compared to other solutions available in the marketplace. Using SonaSafe, the customer is automatically updating the remote standby servers every 5 minutes. The customer implemented a one-to-many standby scenario in their environment and without SonaSafe this could not have been achieved. If a SQL Server fails, Tellurian will be able to recover it immediately to the point of failure without any data loss.

## **Data Protection**

Tellurian was looking for a reliable application that will protect their customers' data in addition to their existing nightly tape backups. "Sonasoft offers a unique solution to protect Microsoft SQL and Exchange servers. We host mission critical applications where data loss and/or downtime are not options. Our client's most critical data is stored in huge SQL Server databases. People's lives depend on continuous access to complete and accurate data. SonaSafe for SQL Server enables us to achieve total protection of our customers' data" noted Robert Boyle, President & CEO of Tellurian.

## **Regulatory Compliance Requirements**

The customer hosts Electronic Medical Records (EMR) and Practice Management solutions which are based on SQL servers. Since Tellurian's customers are in the healthcare industry, they are mandated to meet HIPAA compliance requirements. SonaSafe solution is an enabler for meeting some of the HIPAA requirements.

## **Productivity Gains**

The automation and ease of use of SonaSafe application enables Tellurian to manage the SQL servers more efficiently. The backup process is very reliable and is set in auto-pilot and engineers at Tellurian are able to focus their energy on server performance and management more effectively.

*"SonaSafe for SQL Server enables us to achieve total protection of our customers' data"*

Robert Boyle  
President & CEO  
Tellurian Networks

Sonasoft Corp. automates the disk-to-disk backup and recovery process for Microsoft Exchange, SQL and Windows Servers with its groundbreaking SonaSafe® Point-Click Recovery® solutions. SonaSafe is the only product that provides an integrated backup/recovery and replication solution for Exchange and SQL servers. Designed to simplify and eliminate human error in the backup and recovery process, SonaSafe solutions also centralize the management of multiple servers and provide a cost-effective turnkey disaster recovery strategy for companies of all sizes. *For more information, please visit [www.sonasoft.com](http://www.sonasoft.com).*