

***IDERA HELPS PPG INDUSTRIES
REDUCE SQL SERVER BACKUP STORAGE COSTS
BY OVER 70%***

PPG LEVERAGES IDERA'S SQL SAFE ON 60 MICROSOFT SQL SERVERS ACROSS THE US AND CANADA — PROCESSING MORE THAN 3,400 BACKUPS PER DAY

PPG Industries, a leading global supplier of coatings, glass, fiber glass and chemicals, has reduced storage costs for its SQL Server database backups by over 70 percent using SQL safe, Idera's high performance backup and recovery solution for SQL Server.

SQL safe enables PPG Industries Senior Database Administrator, Pat Mong, to more effectively and efficiently backup SQL Server databases across the United States and Canada. Because PPG has huge amounts of important research and financial data in SQL Server databases, it is critical that each database gets backed up every night and can quickly be restored as needed. In addition to reducing the amount of time and expense for SQL Server backups, the management information provided by SQL safe helps PPG monitor backups and ensure that they are performed on time and without errors.

SCALING UP SQL SERVER

Pat Mong of PPG Industries has spent 28 years working in large scale computer environments. For the last 12 years he has been working on Microsoft servers, primarily SQL Server. Several years ago, as SQL Server began to proliferate throughout PPG's IT infrastructure, they found that backups were a challenge. "We were simply running out of space for backups. We back up every database, every day, typically in the evening," said Mong. "We started using native SQL

INDUSTRY

PPG Industries was founded in 1883 as the Pittsburgh Plate Glass Co. The company's first plant, near Pittsburgh, was the first commercially successful plate glass factory in the United States. Today, PPG Industries is a global supplier of coatings, glass, fiber glass and chemicals. The company has about 120 production facilities worldwide, including subsidiaries, joint ventures and equity affiliates. The company employs about 34,100 people worldwide.

BUSINESS SITUATION

Recently, PPG reorganized its database teams so that each team focuses on specific types of databases. Now PPG has two DBAs dedicated to SQL Server across the US. With this new structure, each team is responsible for more routine maintenance tasks as well as proactive management, so they must work faster and more efficiently.

Server backup, but as the number of servers and databases scaled, we simply ran out of time and storage. Finally, things got really difficult because we were forced to back up servers across the wire. It would often take us five hours or more to perform a single backup. Because adding more staff wasn't an option, we began looking for a solution that would help us perform backups more effectively."

CHOOSING "ENTERPRISE-AWARE" SQL SAFE OVER THE COMPETITION

Initially, PPG purchased a product that provided single server compressed backups hoping that it would solve the problem. "We quickly found that this product was not enterprise-aware. We had to manage each instance individually from each server that we had it installed on, and with 60 servers that was a major challenge," Mong recalled. "Then, after a few months, the company was bought and the products were broken out into several pieces. They began charging so much that it simply was not cost effective."

Shortly thereafter, Pat turned to Idera's SQL safe. "The solution out-performed the competition. It was enterprise-aware. And, most importantly, Idera was very open to our ideas and suggestions and responsive to our questions. Finally, the pricing was very attractive. So we began using SQL safe on a few of our servers," he said. "Other companies are only worried about the sale, not about supporting customers. I've been very pleased with my interactions with Idera. They really take the time to listen to their customers."

BUSINESS SCENARIO

Several years ago, PPG Senior Database Analyst Pat Mong began having issues with database backups. As PPG's SQL Server infrastructure began to scale they did not have enough storage to perform adequate backups. Also, backups sometimes took five hours or more, exceeding the available window. PPG then implemented a single server compressed backup product, but quickly found that the solution was not enterprise-aware and was too expensive. PPG then switched to Idera SQL safe.

BENEFITS

PPG has deployed SQL safe on 60 servers in the US and Canada and is now using the product to process more than 3,400 backups per day. With SQL safe, PPG has reduced the amount of storage required for SQL Server backups by over 70%, saving close to 550 gigabytes per day.

Today Mr. Mong's team is responsible for 60 SQL Servers across the US and Canada and has deployed SQL safe to backup all of them. With SQL safe, PPG processes more than 3,400 backups per day. The size of PPG's SQL Server databases range from 10MB to over 160GB. With SQL safe, PPG averages 70-85% compression on backup storage. "SQL safe is the best product we've found to backup and restore SQL Server databases. The thing we like most about SQL safe is that it is an enterprise-aware product and was built to be that way from the beginning," Mong said. "This saves me a lot of time and unnecessary effort. I can sit at my desk and see all of the backups that have taken place and that are scheduled across all instances of SQL Server that I manage worldwide."

IMMEDIATE RETURN ON INVESTMENT

PPG gains insight into exactly how much storage they are saving using SQL safe. "When we consider the cost of power, floor space and other factors – industry estimates suggest that storage costs about \$200/gigabyte per year to manage," Mong said. Mr. Mong estimates that PPG saves up to 550 gigabytes of space everyday with SQL safe. "So if we save 550 gigabytes a day, that's about 200 terabytes a year that we don't have to offload onto tape or buy extra tapes for off-site storage. The savings really add up! And with this estimate, SQL safe definitely pays for itself."

I really feel that Idera is setting the playing field in SQL Server backup and recovery. They are constantly adding more and more robust functionality that raises the bar on the competition. If you stop and consider how much we're already spending on SQL Server, it's nice to have a company like Idera that offers excellent technology at a fair and uncomplicated price.

PAT MONG
SENIOR DATABASE ANALYST
PPG

RAISING THE BAR ON SQL SERVER BACKUP AND RECOVERY

“Overall, SQL safe is very convenient and very easy to use. We love the product. Without SQL safe, we would have no way to know if any errors occurred in our daily backups without a lot of extra effort. It gives us a great view of backup and recovery operations across our entire SQL server infrastructure. It’s hard to put a dollar figure on that, but it’s very significant.”

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ABOUT IDERA

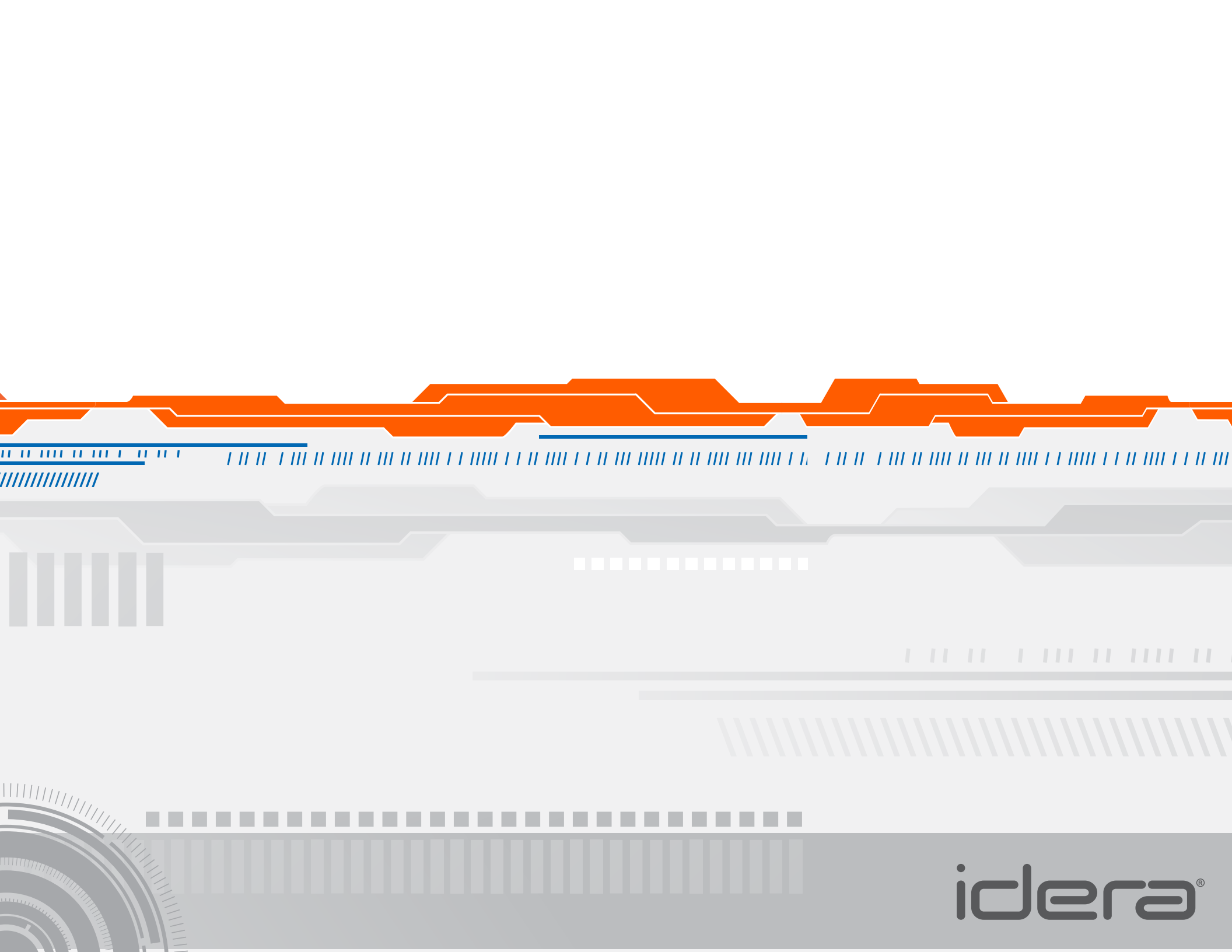
Idera provides systems and application management software for Windows and Linux Servers, including solutions for performance monitoring, backup and recovery, security and compliance and server administration.

Our market leading product suites provide 360 degree management solutions for the Microsoft SQL Server and SharePoint platforms as well as high performance backup and recovery for server operating systems. Whether you have ten servers or ten thousand, we give you the best performance and value with products that are easy to install and deploy and that deliver real and measurable ROI.

Idera is headquartered in Houston, TX with offices in London and Melbourne.

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