

AN INSURANCE
COMPANY
TURNS TO IDERA
FOR RELIABLE
DATABASE
RECOVERY

OVERVIEW

An insurance provider with more than 5,000 employees and 50 million policy holders worldwide employs 12 database administrators and 300 developers in its Database and Support Services team. This group manages the corporation's relational database environment consisting of Oracle for Linux, DB2 for z/OS and 2,100 SQL Server databases, which support a wide variety of business critical applications.

CHALLENGE

The database team was struggling with its backup solution for years due to an unacceptable and erratic failure rate of weekly full backups, daily differential backups and hourly log archive backups. The team received false positives on some backups while others they believed were successful did not actually create usable backup files. Also, the poor failure rates would have been even worse if they had included backups that were never even submitted because the previous backup was not finished in a timely fashion. The false positive events were discovered when they attempted to recover a database and a full backup file was missing. They knew they needed to address this situation...quickly.

SOLUTION

The insurance company sought a cost-effective new backup solution from an industry-recognized vendor that offered reliability, ease of use and strong performance. The database team evaluated a number of solutions and selected IDERA SQL Safe Backup due to its consistency, backup speed and competitive price point. Also, SQL Safe Backup was easy to deploy and manage, with web-based dashboards providing useful at-a-glance views of top issues and alerts. Finally, SQL Safe Backup offered automated backup capabilities, helping the team streamline its processes by creating backup policies for individual servers and server groups and applying them throughout the SQL environment.

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Our backup failure rate was unacceptable and we had been struggling with it for years. The failures did not include the backups that never got submitted because the previous backup never finished in a timely fashion....[after our migration to **IDERA SQL Safe Backup**] we have the consistency not only of success but of the number of jobs executed per day.

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BENEFITS AND OUTCOMES

Since the insurance company deployed IDERA SQL Safe Backup across all production and non-production database servers in less than 2 weeks in November 2013, the database team has been extremely impressed by the solution's consistency of backup success as well as the number of jobs executed per day. Other major benefits of the IDERA solution have been the exceptional stability, reliability and ease of maintenance. The only major upgrade to SQL Safe Backup was to support the addition of SQL Server 2014, so not having to patch and upgrade the software frequently has freed the team up to focus on business critical work.

One specific application frequently requesting non-production needed to be restored with production backups. Previously, this process would have taken three to four days because of backup failures and poor backup performance, but with SQL Safe Backup those requests were completed within eight hours. Based on the success so far, the insurance company plans to expand its use of IDERA SQL Safe Backup as its infrastructure grows.

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The screenshot displays the IDERA SQL Safe Administration interface. At the top, the navigation bar includes 'HOME', 'POLICIES', 'OPERATION HISTORY', 'INSTANCES', 'DATABASES', 'SQL SAFE AGENTS', and 'ALERTS'. The user is logged in as 'simpsons\Administrator'. The main content area is divided into several sections:

- Alerts:** A list of alerts including:
 - Error:** 3 SQL Safe Backup agents connection failure.
 - Warning:** 103 databases never backed up.
 - Info:** Last backup operation for database Bdc_Service_DB_926e349b5c5f4f75b848af914822e0a0 succeeded.
- TOP DATABASES BY SIZE (MB):**
 - Diagnostic Manager Re...: 1,737.0
 - Bigger DB (SQL2008R2): 412.3
 - SQLBIRRepository (C...: 345.1
 - SharePoint_AdminCon...: 71.4
 - WSS_Search_ah-sp200...: 61.9
- LONGEST RUNNING BUACKUPS BY DATABASE (MINUTES):**
 - Bdc_Service_DB_926e...: 0.1
- MANAGED INSTANCES (8 instances | 36 databases | 2 policies | 1 operation with failure):**

Status	Instance Name	SQL Server Vers	Status Text	# of databases	# of policies	# of operations with failure
Online	AUT-2008R2-001\SQL2008R2	10.50.2500.0	Online	8	0	1
Offline	AUT-2005-001\SQL2005	9.00.1388.06	Backup agent is offline or inaccessible	4	0	0
Offline	AUT-2005-003\SQL2005	9.00.1399.06	Backup agent is offline or inaccessible	5	0	0
Offline	AUT-2008R2-001\SQL2012		Login failed for user 'AUT-2008001\Administra	44	0	0
- My Environment:**
 - Managed Instances: 8
 - Not-contracted Instances: 1
 - Not-contacted Backu Agents: 3
 - Databases: 106
 - Databases with failed backup: 1
 - Databases with failed restore: 0
 - Backup Policies: 1
 - Restore Policies: 0
 - Log Shipping Policies: 0
- Status Details:**
 - Policies OK: 1
 - Policies Not OK: 0
 - Operations Successful: 0
 - Operations Failed: 8
- Disk Space Sacings:**
 - Today: 3MB (100%)
 - This Month: 3MB (100%)
 - This Year: 3MB (100%)
 - Total: 3MB (75%)
 - ROI: \$0