

# BestFriends.org Reduces Stress and Worry with Replay Applmage

## Background

On any given day, about 1,700 animals are in the care of Best Friends Animal Society. Housed, treated, and trained at the organization's sanctuary in Southern Utah, dogs, cats, rabbits, pigs, horses, parrots, guinea pigs and others recover from abandonment, mistreatment, and physical disabilities while awaiting adoption. According to Doug Sattler, the Systems Administrator that tends to Best Friends' Microsoft Exchange environment, "we're completely dependent on email." Any outage would impede fundraising, adoption processing, accounting, human resources, and veterinary work. Reliable email backup and restoration are critical capabilities. According to Sattler, "Replay Applmage is why I'm able to sleep at night. It's a wonderful thing."

**"Replay Applmage is why I'm able to sleep at night. It's a wonderful thing."**

— Doug Sattler  
Systems Administrator,  
Best Friends

## Searching for email backup and restoration stress relief

Best Friends is a great place to work. It's located in one of the country's most beautiful areas – the Golden Circle of national parks in Southern Utah. It does good work caring for thousands of abandoned animals and finding them "forever homes." It's also home to 1,700 cute, cuddly animals. But as Doug Sattler, Systems Administrator at Best Friends, explains, "There's a high level of emotion here and the work can be stressful. People need to get their email in and out. I don't want them to worry about anything blowing up."

Not long ago, Doug went looking for an email backup and restoration solution. "My goal was to ensure that we didn't lose email. Five days, five hours, five minutes – no outage was acceptable. And I needed to run backups and restore data without using a lot of internal resources."

He tried several solutions but found them "painful." "They all made me feel like they'd get me fired," says Sattler. Then he read about Replay Applmage in Windows IT magazine.

## "When are we going to get this?"

"During initial testing of Replay Applmage I blew up my own mailbox – on purpose," reports Sattler. "Then I restored it, no problem. I called in my boss and showed him: there was my mailbox, then it was gone, then I restored it. He looked at me and said, 'When are we going to get this?'"



**“One of the senior staff deleted her entire mailbox by mistake. She didn’t know how it happened but it didn’t matter. I was able to restore it in five minutes.”**

— **Doug Sattler**  
**Systems Administrator,**  
**Best Friends**

Doug describes implementation as “point and click.” Replay Applmage is protecting 570 mailboxes on an Exchange 2003 system running on Windows 2003 servers. Snapshots are taken every 30 minutes.

Already, Replay Applmage has been instrumental in quickly restoring Exchange mailboxes and folders. “One of the senior staff deleted her entire mailbox by mistake,” says Doug. “She didn’t know how it happened but it didn’t matter. I was able to restore it in five minutes.” When another staff member lost an email folder containing messages important to a legal issue, Doug was able to provide a copy of the mailbox in PST form in minutes. “The efficiency of restoration is amazing,” says Doug.

### Looking ahead to migration and virtualization

Replay Applmage is working well at Best Friends. “It just idles along,” says Doug. “I have called tech support for a few problems but they were caused by me - I tend to get a little overzealous with my retention policies. The support guys there are awesome, really patient and really nice.” Snapshots are taken every 30 minutes.

Doug has read about Replay Applmage’s virtualization capabilities and says that they are in Best Friends’ future. “Once standalone storage is in place I’ll be able to off-load Replay Applmage snapshots to virtual servers,” he reports. He’s also anticipating migrations to Windows 2008 and Exchange 2010.

Doug likes knowing that Replay Applmage will continue to protect his Exchange environment even as it changes. “The dogs and cats here don’t really care about email,” says Doug. “But the 435 people who take care of them sure do.”

© Copyright 2009  
AppAssure Software, Inc.

Microsoft Exchange Server is a registered trademark of Microsoft Corporation in the United States of America and other Countries.

Replay, AppAssure and the AppAssure logo are registered trademarks of AppAssure Software, Inc., in the United States of America.