

CUSTOMER STORY

CUSTOMER: National Seating & Mobility

CHALLENGE: To provide a backup device for production data that could then replicate offsite to a similar unit for disaster recovery.



National Seating & Mobility's core business is custom mobility, Rehab and adaptive seating systems.

“I like the fact StorTrends is a multi-purpose type of device. Knowing that I'm currently using it for a backup to disk solution, but in the future if I choose to use it as traditional SAN, I have the ability to use it in that manner and even run it alongside of what I have in place right now.”

- **Nathan Buck,**
Network Manager
National Seating & Mobility



StorTrends Helps Provide NSM with the Best Seat In the House

The Right Care & The Best Chair

Based in Nashville, Tennessee, National Seating & Mobility (NSM) specializes in custom mobility, Rehab and adaptive seating systems. Over the past 30 years, NSM has grown from five locations to a national network of more than 1,000 professional Assistive Technology Providers serving clients, therapists and physicians across the United States.

NSM's clients are often severely physically challenged. The majority are pediatrics with diagnoses of birth defects, Cerebral Palsy, Muscular Dystrophy and Spina Bifida. NSM also serves teens, adults and seniors challenged with severe trauma, disease and skeletal disorders.

Assessing the Problem & Implementing the Solution

With such an increase in growth over the past three decades, Network Manager Nathan Buck knew using a homegrown SAN consisting of a bunch of old disks for backup was not going to suffice for much longer. The IT environment had expanded to include: 20 HP and Dell physical servers, 50 Hyper-V virtual servers, Dell and Cisco network switches, two Microsoft SQL Servers, 100 MySQL databases, a custom built ColdFusion based in-house CRM, 75 TB of data and a 2010 Microsoft Exchange server with 1,000 users all running in a Windows 7 and 8.1 environment. After experiencing frequent disk failures causing backup windows to run much longer than desired, so Buck began shopping around for a new solution to use for backup. Dell Equallogic and the other big names were far too expensive and would have blown the department's budget. Other companies would not provide a demo unit for Buck to try out in NSM's IT environment.

StorTrends showed up at the right time with the perfect solution to NSM's problem. After a thorough evaluation, StorTrends determined that using Veeam to replicate to a backup device for their production data that could then replicate offsite to a similar unit for disaster recovery would be the ideal solution. To achieve this, two dual controllers SANs were implemented; one which served as a backup appliance to their primary data in Chattanooga that would then replicate to the other device in Nashville for disaster recovery. Buck immediately felt the impact of having a solid backup system in place. "StorTrends has definitely been a set it up and forget kind of device. In the past we had disks that would frequently fail and cause backup windows to run much longer than desired. StorTrends provided a much more regular performance."

The StorTrends solution has proven to be the answer to all the problems that confronted Buck and his department. The flexibility of StorTrends has proven to be a valuable feature to NSM. "I like the fact StorTrends is a multi-purpose type of device. Knowing that I'm currently using it for a backup to disk solution, but in the future if I choose to use it as traditional SAN, I have the ability to use it in that manner and even run it alongside of what I have in place right now."

Great Product & Great Support

In regards to StorAid™, (the StorTrends technical support division) Buck and the IT department at NSM have nothing but good things to say. "The service and support experience has gone extremely well, anytime questions arise they are there to answer our questions quickly and accurately. We have only had one issue so far, and it was resolved very quickly and there were multiple hands on deck. I felt like my problem was the most important thing to the reps at that time. They weren't focusing on anything else but my problem, and that goes a long way.

For more information on the National Seating & Mobility, please visit: <http://www.nsm-seating.com/>

For more information about how StorTrends can help your organization, please call AMI at 1-800-828-9264 or visit: <http://www.stortrends.com>