

BankAnnapolis, Inc.

Streamlining Data Protection with Symantec Means Easier Compliance, Major Savings, and Fast Payback

BankAnnapolis needed to enhance and streamline enterprise-backup procedures to comply with regulations and win customer confidence—especially because it competes with much larger banks. A comprehensive Symantec data protection and information-security solution reduced the backup window by 50 percent, and cut server restoration by 75 percent. Through more reliable, automated, enterprise-wide backup operations, BankAnnapolis is delivering \$62,000 in savings annually.

Small bank, big ideas

As the self-proclaimed “Unbank,” BankAnnapolis—a six-branch community bank based in Annapolis, Maryland, with future plans of opening a seventh branch in the summer of 2006 and an eighth in early 2007—prides itself on its service differentiators. For example, it may be the only bank in America to make house calls: If a small business client is too busy to get to the branch to make a deposit or fill out a loan application, BankAnnapolis staff will travel to the client.

And to keep the atmosphere in its branch locations warm and welcoming, employees are prohibited from wearing ties.

Exceeding expectations as to how clients are treated is the Unbank’s secret for success. BankAnnapolis knows its clients, and by going to greater lengths to listen to them, it knows how to give them the service they want.

Small budget, big challenges

BankAnnapolis faced the challenges that all small banks face—the need to protect business-critical data in the event of an equipment failure or other disaster; the need to ensure its clients’ personal data stayed private and secure; and the need to retain the confidence of its customers.

Because it’s a small bank, these challenges are made more difficult by the size of its competition—large, multinational institutions that can bring far greater resources to bear.

In short, BankAnnapolis needed to improve its data recovery and protection posture, as well as enhance its business processes, as cost-efficiently as possible, without compromising its commitment to customer service.

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Mike Haske

Vice President of Technology
BankAnnapolis

Company Profile

BankAnnapolis, Inc. (www.bankannapolis.com), a six-branch community bank, based in Annapolis, Maryland, is growing rapidly. In 2005, parent company Annapolis Bancorp’s quarterly earnings surpassed \$1 million for the first time in company history.

Industry

Financial Services

Solution

Data Protection
Information Security

Symantec solution delivers 100 percent data synchronization between data center and six-branch offices in 97 percent less time, boosting productivity.

Human error equals data loss

It's Mike Haske's responsibility to address these business and technology challenges. Haske, the bank's vice president of technology, had two main objectives: ensure data availability by protecting more than 160 gigabytes moving across the bank's network, and achieve compliance with federal regulatory requirements such as Sarbanes-Oxley and the Graham-Leach-Bliley Act by deploying reliable data protection.

BankAnnapolis' existing solution was to equip each branch with its own tape drives to enable local backup. This procedure was prone to failure, especially in the rotation of daily backup tapes.

"We had non-IT personnel performing tape backups in the remote offices, and the system was prone to human error," Haske says. "I'd try to restore a lost file only to find that the tapes hadn't been properly rotated."

A highly efficient, cost-effective solution

After reviewing solutions from Symantec and CA BrightStor ARCserve, Haske chose Symantec Backup Exec™ Suite, which includes Symantec Backup Exec 10d for Windows Servers, Backup Exec Continuous Protection Server, Veritas Replication Exec™ and Veritas Storage Exec™ software. The next step was to convince his colleagues to make the switch:

"I went to the bank steering committee and said, 'Okay, it's a Thursday and you lose the mortgage server. The server's gone, or maybe the building is gone. What have you lost?'"

It turns out to be a lot. "Interest rates change," Haske explains. "And they can change overnight. For us to recreate those files, if the files have not already been transmitted to the title company, for example, could require a huge investment on our part." If the

bank had 20 or 30 loans in process on that day—a typical day's work—losing a local server could mean losses in the tens of thousands of dollars.

"With the Symantec solutions," he says, "it costs just \$1,200 per branch to protect all of our data."

Protecting processes and data

According to Haske, the Symantec solution has more than lived up to its promise.

"Prior to deploying the Backup Exec Suite, I spent at least eight hours replicating files, or distributing updated templates or application updates back out to the branches," he says. Today, thanks to the replication capabilities of Backup Exec, that same process has been almost completely automated, and is accomplished in less than half the time.

"Now, when someone changes a file in a branch, the Backup Exec Suite recognizes that and automatically replicates those changes back to the central server, in just a few seconds," Haske explains. "As a result, we no longer have to back any data up to tape at the branch level. We just eliminated that process entirely."

Data protection equals peace of mind

The chief benefit, according to Haske, is peace of mind. "It's not just the tapes; the problem was ensuring that someone is there to change the tapes. People forget, or go on vacation, or can't come in to work.

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And because the Veritas Replication Exec component in the Backup Exec Suite only transmits individual blocks of changed data, rather than entire files, bandwidth on the company WAN

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is saved as well. “Instead of 160 gigabytes of copied data traveling across the network each day, I’m down to about 25 megabytes,” Haske says. In addition, because the system is now automated, 23 of the 25 replication jobs run after normal business hours. “As a result, network performance is greatly improved.”

Winning hearts and minds

The Symantec solution has impressed more than just Haske and his colleagues, he says.

Recently, Bank Annapolis had to undergo an audit to ensure compliance with federal regulations on data integrity and client privacy. When the internal auditor arrived, Haske outlined the bank’s data protection solution. “I explained that, with Backup Exec, not only can I restore a branch’s server, I can restore all its Microsoft Excel and teller application database files as well, to the most recent saved versions.”

Her response? “She said she wanted to tell all her clients to implement a solution like this.”

Backup Exec agents boost efficiency

Haske also chose to deploy agents for greater efficiency, including Symantec Backup Exec Agent for Exchange Server, Symantec Backup Exec Agent for Microsoft SQL Server and Symantec Backup Exec Intelligent Disaster Recovery Option.

The Symantec Exchange Server agent allows Haske to restore business-critical Microsoft Exchange data down to the mailbox level, further ensuring business continuity. The process takes only an hour and a half to complete, so it can be done daily, significantly reducing the amount of data that can be lost.

SOLUTION AT A GLANCE

Business Drivers

- Ensure enterprise-wide data protection
- Protect client data, ensure compliance with federal privacy regulations
- Enhance business continuity without having to increase IT staff levels
- Protect branch and main server environments from external threats

Technology Challenges

- Reduce backup windows and streamline data management
- Reduce replication time
- Improve application response
- Simplify data management processes
- Automate backup process to minimize risk of data loss through human error or disaster
- Improve time to recovery in the event of data loss or corruption

Solution

- Reliable data protection and fast-server recovery using Symantec data management and system-recovery software

Symantec Products

- Symantec Backup Exec™ Suite, containing
 - Symantec Backup Exec 10d for Windows Servers with
 - Backup Exec Continuous Protection Server
 - Veritas Replication Exec™
 - Veritas Storage Exec™
 - Symantec Backup Exec Agent for Exchange Server
 - Symantec Backup Exec Agent for Microsoft SQL Server
 - Symantec Backup Exec Intelligent Disaster Recovery Option
- Symantec AntiVirus™ Enterprise Edition

Technology Environment

- Applications: File and print services, Microsoft Exchange 2003
- Databases: Retail loan-application database; six-branch databases; mortgage database
- Server Platform: Six Microsoft Windows 2003-based HP servers in remote locations, three Microsoft Windows 2003-based IBM servers in the main branch
- Storage: Two Quantum 320 SDLTs and two 120/320 SDLT tape drives

Symantec Services

- Symantec Gold Support

With Symantec Backup Exec Intelligent Disaster Recovery Option, if a server is brought down for any reason, Haske only needs to reinstall the server software, then mount the data tape and upload the most recent data. “What used to take me as much as eight hours is now accomplished in about two,” he says.

“The Backup Exec Suite is saving me time. It’s saving the bank staff time. And it’s saving our customers time. We couldn’t do it without the Symantec solution.”

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BUSINESS VALUE AND TECHNICAL BENEFITS

Enhanced Data Protection

- Automated, reliable, enterprise-wide backup for the first time

Operational Efficiency

- 50% reduction in backup window, from 8 to 4 hours
- 75% faster server restoration, from 8 hours to 2 hours
- 84% reduction in backup data load on the network, from 160 GB to 25 MB
- 97% reduction in data-replication time, from four hours to seven minutes
- 100% data synchronization due to automated data publishing from the main branch to the five additional branches

Cost Savings

- \$50,000 in savings due to decreased need for administrative support
- \$12,000 in annual savings due to reduced administrative time

Payback

- 100% payback in 12 months

Two-way continuity and security

One of the most useful applications of the Symantec solution is its ability to “push” data out to the branches as well as pull it from the branch servers. Haske uses the data-replication capabilities of the Backup Exec Suite to distribute standard documents to each branch automatically, during off-hours. “Now, instead of waiting 60 seconds for a new loan application template document to load over the network, our employees have instant access, because all the updated data and documents are local.”

Even better, the process can be automated, and works both ways—from the main branch to the outlying branches and back again. “We have a forms directory on the main server,” he continues. “If the HR person at a branch puts a new document into that directory, it’s sent out to the branches with the next scheduled push. I don’t have to touch it.”

Information security complements data protection

It’s not enough to safeguard the banks’ data against accidental loss. Haske also must ensure that BankAnnapolis can turn away attacks from malicious threats. He leans on Symantec for that, too. “I have Symantec AntiVirus Enterprise Edition installed everywhere,” Haske says. “It’s on the desktops, it’s on the servers—everywhere.”

As Symantec AntiVirus is updated via the Symantec LiveUpdate feature, those updates are also pushed out to the 80 bank desktops. “Live Update sits on our central server and looks for new virus definitions every 60 minutes,” Haske explains. Those new definitions are then pushed out to the other servers and the employee desktops.

Gaining productivity without adding staff

Because the Symantec solution is so comprehensive, and enables so much of the back up and replication processes to be automated, Haske is able to handle the data administration with very little outside help—which translates to lowered operating expenses and greater productivity.

“I have peers at similar-sized banks who ask me how I manage to do all this with so little support,” Haske says. “Their networks require at least two, and sometimes even three, people to maintain them.

“With the Symantec Backup Exec Suite, I’m able to support 90 desktops and 15 servers with a part-time assistant,” he says. Haske estimates the efficiency of the Symantec solution saves the bank \$50,000 in staff time. As a result, he says, “We achieved 100 percent payback on the solutions in just 12 months.”

Haske sums up: “The Backup Exec Suite saves me time. It saves the bank staff time. And it saves our customers time. We couldn’t do it without the Symantec solution.”

That’s especially good news for BankAnnapolis. After all, for a bank, time really is money.