

## Country Living Furnishings

Ensuring Peace of Mind with Backup and Security Solutions from Symantec



**With two stores and a warehouse, Country Living Furnishings depends on Sage Accpac accounting software running on its network to keep everyone working in sync. Data loss would be catastrophic, so the company uses Symantec Backup Exec™ to back up its data within an eight-hour window every night. Symantec Backup Exec System Recovery ensures that, even if a server fails completely, Accpac will be up and running within two hours.**

### A Rustic Pine Paradise

Ten years ago, Michael Thompson went shopping for furniture, and was frustrated to find that the only options around Calgary seemed to be big chain stores. He thought there should be an independent store where Calgary shoppers could buy high-quality pieces made in Canada. So he started one.

Rather than elaborate market research, he uses one simple criterion when choosing products for his stores: each must be something he'd be willing to have in his own home. That means an emphasis on rustic, French country house-style pine furnishings. And on quality, he wants every piece to be as solid in 10 years as it was the day it was purchased.

Today there are two Country Living Furnishings stores in Calgary, and a total of 14 employees. And, while many businesses this size may take a haphazard approach to technology, Thompson extends his philosophy of quality to the company's information systems. "When you know the systems running the company are sound, you can focus on other matters," he says. "Any internal system that doesn't have redundancy is going to be fragile, and probably cause you stress."

### A Proactive Approach to Backup

This viewpoint encompasses Thompson's attitude toward backing up data. "Most people don't research backups until they lose their data," he says. "I know too many people who didn't have backups and lost important information. I thought I should be a little more proactive and get it done right."

So when Country Living Furnishings's five-year-old servers began showing signs of wear in October 2007, the company worked with its IT provider, Symantec partner IT Matters, Inc., to create a new, more reliable and flexible system.

**"I know too many people who didn't have backups and lost data.**

**I thought I should be a little more proactive and get it done right."**

**Michael Thompson**

Owner

Country Living Furnishings

#### ORGANIZATION PROFILE

Country Living Furnishings (www.countrylivingfurnishings.com) operates two retail stores in Calgary, Alberta, Canada. It specializes in high-quality, rustic furnishings made to order in Canada. The two stores have a total of 14 employees.

#### INDUSTRY

Retail and Distribution

#### SOLUTION

Backup and Recovery  
Data and System Protection  
Disaster Recovery  
Endpoint Security

With Symantec Backup Exec System Recovery, restoring a malfunctioning server would take two hours instead of a day and a half.

“The old server was failing so we decided to replace it with two HP ProLiant servers,” says Stuart Crawford, director of business development at IT Matters. “Now we had a situation where we wanted to implement new data protection products, so we selected Symantec Backup Exec™ 11d.” With the upgrade, Country Living Furnishings gained the ability to do continuous backups, though this feature hasn’t been implemented yet.

Today, Country Living Furnishings uses Symantec Backup Exec to do a nightly incremental backup to its tape drive. “The company has 40 GB of data that is growing by 1 GB about every two months,” Crawford says. Despite this growth, Backup Exec helps keep the nightly backups within an eight-hour window—allowing the company to restore a single message without having to restore an entire mailbox.

#### Putting Disaster Recovery in Place

Country Living Furnishings also implemented Symantec Backup Exec System Recovery 7 Windows Small Business Server Edition to provide protection in case of a complete hardware failure, or an event such as a fire. Symantec Backup Exec System Recovery provides peace of mind during the transition from the failing server.

Crawford notes, “We used it to take an image of the entire server and put it on a USB hard drive. That was just in case we had to do an emergency restore onto another platform. The ability to restore to dissimilar hardware was a unique selling feature for us.”

Fortunately, the old server continued working through the transition, and the image was never needed. But IT Matters continues to take snapshots of the company’s servers once a quarter and any time major patches or new applications are being installed. “If a terminal server goes down, which supports the Sage Accpac accounting software and database, for both stores and the warehouse, that’s a critical piece of the infrastructure,” notes Crawford. “We have an image of the terminal server, so we can roll up to any machine and get it up and running in hours instead of days.” In fact, Crawford estimates, it would take two

hours to restore the server using Symantec Backup Exec System Recovery versus a day and a half to restore from tape without the software.

That’s an important difference from Thompson’s point of view. “Our network is set up over the Internet so all our software operates as though we were under one roof. The sales are all live. That communication is very important because we may not see each other physically for a month at a time. If that were down for more than 24 hours, it would be a big loss for us.”

#### Symantec Endpoint Protection Rounds Out Solution

At the same time Country Living Furnishings upgraded its backup solutions, it also added Symantec Endpoint Protection. “The Symantec security solutions really rounded out what we were looking to accomplish,” Crawford says. “Now, we have a desktop antivirus and antispymware solution—allowing us to protect mailboxes from email-borne viruses.”

An important feature of Symantec Endpoint Protection was its centralized management, which makes the administration process more efficient. “The ability to push out updates from one location across the entire network was a critical feature,” Crawford says.

**“IT Matters and Symantec have always given us a very solid package—freeing us to concentrate on our customers.”**

**Michael Thompson**

Owner

Country Living Furnishings

## Relying on a Partner for all IT Needs

Due to its size, Country Living Furnishings relies on IT Matters for its technology administration needs. Not only does IT Matters provide support to Country Living Furnishings, it also includes Symantec Basic Maintenance Services as part of the package.

This allows Thompson and his staff to focus on their fine furnishings. “A stable and secure technology platform allows us to run the day-to-day business,” he says. “IT Matters and Symantec have always delivered a very solid package—freeing us to concentrate on our customers.”

## SOLUTION AT A GLANCE

### Key Challenges

- Provide updated software for new servers
- Enable disaster recovery
- Safeguard network and endpoints
- Increase antispam protection

### Solution

Upgraded backup protection; provided disaster recovery; secured endpoints

### Symantec Products

Symantec Backup Exec™ 11d for Windows® Servers  
Symantec Backup Exec System Recovery 7 Windows Small Business Server Edition  
Symantec™ Endpoint Protection

### Symantec Services

Symantec Basic Maintenance Services

### Symantec Partner

IT Matters, Inc. ([www.itmatters.ca](http://www.itmatters.ca))

### Technology Environment

- Applications: Sage Accpac (accounting software); Microsoft Exchange
- Databases: Sage Accpac database only
- Servers: 2 HP ProLiant ML 500 Series servers running Microsoft Windows Server 2003 Small Business Server and 2003 Server
- Storage: DELL PowerVault 110T 200/400 GB

### Business Results

- 40 GB of data protected with nightly backups
- Eight-hour backup window maintained despite 1 GB growth every two months
- Projected two-hour recovery if server fails, down from a day and a half
- Security updates now administered from single location