

## Southern Escrow & Title, LLC



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– Clark Lawrence, CIO of Southern Escrow & Title, LLC

**CLIENT:** Southern Escrow & Title, LLC

**BUSINESS:** Escrow and Title Services to Real Estate Buyers

**CHALLENGE:** Ensuring Continuous Backup on Seven Servers and Rapid Disaster Recovery

Headquartered in Miramar Beach, Florida, Southern Escrow & Title, LLC provides escrow and title services to real estate buyers, with eight offices throughout the Florida panhandle.

The company has seven servers containing all of its business information, including customer data, databases and emails. Southern Escrow & Title would not be able to continue operations if anything were to happen to the data living on these servers. The company needed a backup strategy that would deliver continuous data backup.

### **THE CHALLENGE: DATA PROTECTION AND RECOVERY IN A HIGH-RISK AREA**

Southern Escrow & Title’s management is extremely concerned about disaster recovery, given that Florida-based businesses have seen more than their share of weather-related disasters, including the four major hurricanes that hit the state in the summer of 2004. Until recently, Southern Escrow & Title backed up its data to a network-attached storage (NAS) device, and then backed up the NAS device to tape each night. Unfortunately, this process was time-consuming and subject to human error.

“I spent up to 10 percent of my time doing backup; everything from doing the backups, to testing them, to taking the tapes offsite each day,” says Clark Lawrence, CIO of Southern Escrow & Title. “Much of the time, the tapes didn’t even back up correctly. This method didn’t provide us with the high level of data protection that we require.”

As Southern Escrow & Title’s data migrated from paper to electronic form, Lawrence began searching for a backup method that would ensure continuous data backup, rather than relying on a once-per-day backup. Data also had to be immediately available for recovery in the event of a server crash, virus infection, human error, fire, hurricane or other disaster, so that the company could quickly get back up and running again.

“Our business is very time sensitive, and we need access to our data to serve our customers,” says Lawrence. “With tape backup, it could take us two to eight hours to restore data following a disaster. That was unacceptable. We need immediate access to our data so that our customers wouldn’t be left in the lurch if they were closing on their house that day.”

# CASE STUDY

IRON MOUNTAIN | SOUTHERN ESCROW & TITLE, LLC

## THE SOLUTION: IRON MOUNTAIN'S LIVEVAULT® PROVIDES CONTINUOUS DATA BACKUP AND ASSURED RECOVERY

Southern Escrow & Title researched several backup and recovery options and ultimately purchased Iron Mountain's LiveVault server backup and recovery with the LiveVault TurboRestore rapid recovery appliance. The service provides an extremely high level of data protection for Southern Escrow & Title.

"Iron Mountain's LiveVault is far and away the best data protection solution we evaluated," says Lawrence. "Not only does it automatically and continuously back up our data, but with the TurboRestore appliance, we are assured immediate restoration of our data when we need it."

LiveVault protects Southern Escrow & Title's data by automatically and continuously backing up via an Internet connection to a secure, offsite facility. The data is then made immediately available for recovery in the event of a server crash, virus, human error, fire, flood or other disaster.

## THE RESULTS: TURBORESTORE PROVIDES FAST AND EASY RESTORES

The LiveVault TurboRestore rapid recovery appliance speeds the data restoration process for Southern Escrow & Title. TurboRestore saves onsite copies of the company's data, so that data restorations can be completed at LAN speed.

"Iron Mountain's LiveVault server backup and recovery service is so easy to manage — it takes all of the burden of backup off of our hands and just does everything automatically," says Lawrence. "Not only that, but the service is also less expensive than tape backup. We don't have to worry about purchasing new tapes and updating equipment. All we had to buy was the TurboRestore appliance, plug it in, and go."

Lawrence adds that LiveVault provides Southern Escrow & Title with the peace of mind that the company never felt with tape backup. "We rest assured that all our data is completely protected offsite in case of a site disaster, such as a hurricane. And, for the more mundane technical glitches that every business experiences, we don't have to wait a long time to get our data back up and running. With LiveVault, our data is available for immediate restoration, and we can carry on our business almost as if nothing happened."

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