

Success WITH CA

Brightstor®

Customer Info AT A GLANCE

Company Name:

Pacific Maritime Association

Industry:

Labor Contract Management

Geographic Location:

San Francisco, CA

CA Solution Used:

Brightstor® ARCserve® Backup

Biggest ROI:

Recovered a crashed accounting server in only 2½ hours



Computer Associates®

Pacific Maritime Association Eliminates Headaches With CA's BrightStor® ARCserve® Backup

Pacific Maritime Association (PMA) was incorporated in the state of California in June 1949. There are seven offices with 150 employees in California, Oregon and Washington. PMA represents ocean vessel and barge operators, stevedores and terminal operators involved in moving waterborne cargo through ports in those states. PMA, among its many tasks, negotiates and administers the longshore, marine clerks and walking bosses labor agreements with the International Longshore and Warehouse Union on behalf of its member companies. PMA has 72 member companies that transport and handle containers, autos, trucks, lumber, logs, bulk cargoes and just about every other type of ocean-going cargo except crude oil, bulk petroleum products and bulk liquid chemical cargoes. A significant proportion of U.S. foreign commerce moves through West Coast ports. For example, of the containerized cargo in foreign commerce moving into and out of the U.S., more than half is handled through these ports.



The Challenge: Finding the Ideal Backup Solution

PMA's 150 employees use a mixed UNIX, Windows NT and Windows 2000 environment with five IT administrators managing issues at all locations. Processing payroll for union workers is one of PMA's most critical functions, and reliable backup is absolutely imperative to that process. "We have weekly payment schedules for our employees. If that information is not on time, it would be catastrophic if we failed to deliver checks on time," said Gabriel Zaldivar, Network Engineer for PMA.

In order to provide the best possible service to employees on the network, and ultimately to the union workers, PMA needed to improve the speed of its backup, manage data and information consistency and integrity, reduce downtime,

eliminate manual processes, and provide a solution that would be easy to learn and use.

The Solution: Price, Capability, Ease-of-Use and Service Considerations

BrightStor® ARCserve® Backup from Computer Associates International, Inc. (CA) met all of PMA's requirements — and, just as important, the price was right. Competitive solutions from Legato and Veritas either were too

complicated to set up or didn't fit the need to support a Windows platform. In addition, CA Technology Services provided top-notch support during the evaluation period and post-sale.

Using BrightStor ARCserve Backup, PMA reduced a six-hour file server recovery to three hours, and a three-hour job setup to 30 minutes. "The tool is so easy to understand and navigate," said Zaldivar. "The interface keeps track of our most frequently used options, dramatically reducing the time required to set up jobs and restore data. Our overall productivity is increased since we eliminated the added overtime hours."

On one occasion, PMA recovered a crashed accounting server in only 2½ hours. "To be honest, we were really scared because management was working on financial reports in preparation for taxes," said Zaldivar. "BrightStor ARCserve Backup was a lifesaver."

On another occasion, one of the users deleted the Oracle payroll application. "That was a big hit for the company," said Zaldivar. "BrightStor ARCserve Backup recovered everything in a couple of hours."

Features and Easy Implementation

Zaldivar and his team were impressed with several BrightStor ARCserve Backup features. The latest version provides a detailed flagging system that indicates when and to what extent backups have been completed. "I can tell at a glance whether



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I can tell at a glance whether the backup was incomplete due to open files, and I can be guaranteed that a backup is absolutely finished.
”

Gabriel Zaldivar
Network Engineer
Pacific Maritime Association

the backup was incomplete due to open files, and I can be guaranteed that a backup is absolutely finished,” said Zaldivar. BrightStor ARCserve Backup also comes with improved reporting tools and more flexible job scheduling. “One thing that I really like is that you can select different tapes and create multiple reports for multiple devices all at once,” said Zaldivar. “We used to have to do this one at a time.”

Fast implementation with easy-to-use wizards makes it simple to set up a server in an hour, added Zaldivar. “Any IT person can do it, even if it’s not their field of expertise.” Zaldivar also noted that BrightStor ARCserve Backup conservatively utilizes system resources and delivers excellent performance.

For more information, call 1-877-246-3674 or visit ca.com



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