

Success WITH CA

BrightStor™

Customer Info AT A GLANCE

Company Name:

Wausau Financial Systems

Industry:

Systems integration for the financial vertical

Geographic Location:

Mosinee, WI

CA Solutions:

BrightStor™ ARCserve® Backup

ca smart™ Solutions:

Plasmon V-Series Tape Automation Libraries



Computer Associates™
SOLUTION PARTNER

Wausau Financial Systems Solves Increasing Storage Demands With CA's BrightStor™ ARCserve® Backup and Plasmon Tape Automation Libraries

Wausau Financial Systems, Inc. (WFS) provides payment-processing solutions for financial and commercial institutions worldwide. Its services include systems integration, software design and development services, and its products encompass image-based check and remittance processing, document and customer relationship management, ATMs and national security solutions.

WFS's program provides a total solution approach. It packages and fully integrates all of the hardware and software its customers need for state-of-the-art, highly reliable transaction processing and Internet banking. Everything from installation services to ongoing support is covered. "Our big pitch is that if any of our customers are experiencing any sort of problem, they don't have to figure it out for themselves, and they don't get caught in the middle of any finger pointing," said Bill Cook, System Engineering Manager at WFS.

Looking for highly reliable support for its storage management infrastructure, WFS turned to Computer Associates International, Inc. (CA) and Plasmon, Inc., one of CA's Solution Partners, for a comprehensive storage management solution, and automated tape and optical libraries. Plasmon's V-Series Tape Automation Libraries have been certified ca smart™ with CA's BrightStor ARCserve Backup. The ca smart Certification ensures WFS that the integration of BrightStor ARCserve Backup with Plasmon's tape and optical libraries provides a reliable storage solution for its customers' critical transactions.

Increasing Size of Disk Storage Necessitates Advanced Disaster Recovery

The affordability of drive space has transformed WFS's business. It used to be that the company considered 50- or 60-gigabyte storage systems

large, but now a half a terabyte is not unusual. With that kind of storage capacity, its customers, which are banks and financial institutions, can offer their customers much more value by providing more information at rapid, virtually real-time speeds.

Banks, for instance, that once were satisfied with two months' worth of check-imaging storage, now keep records for a year or more without much additional cost. This allows them to offer customers self-service banking and rapid information retrieval via the Internet or call-in systems.

With the increasing size of storage systems, disaster recovery and storage management have become much more complex and critical issues. If any of WFS's customer systems experience catastrophic failure, it has to quickly provide precise restore capabilities. "We need to recover their systems without having to put people on airplanes and fly them all over the country," said Cook.

Disaster Recovery is Key to Offering High Availability

"BrightStor™ ARCserve® Backup Disaster Recovery Option was the only product we found that could consistently recover a failed server," said Cook. Its advanced features provide centralized management, assured virus-free backup/restore, SAN severless backup and integrated fail-over with Microsoft Cluster Services.

"The product's open file and disaster recovery modules work much better than a competitive product we had been using previously," added Cook. "The fact that Plasmon's storage solution is certified ca smart with BrightStor ARCserve Backup provided an extra incentive to acquire the combined solution."

Now WFS's customers can put more images and data online, and retain them for longer periods of time. "When an image is online it means that the



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Bill Cook
System Engineering Manager
Wausau Financial Systems

retrieval speed is virtually instantaneous,” said Cook. “The number of users simultaneously accessing the system isn’t limited when everything’s online because it’s all disk. It’s all magnetic.” The rapid retrieval and high availability features of WFS’s systems allow its customers to easily provide all kinds of self-service and Internet banking. As a result, the banks reduce their costs significantly and provide better service to their customers. “They eliminate the costs and labor associated with fielding the calls, locating the hard copies and processing the requests,” said Cook. The banks’ customers can instantly retrieve their own check images, and print, fax or email them as necessary.

“In the old days, you had to call the bank to get a copy of your check,” said Cook. “Then you would have to wait seven to 10 days for the hard copy, and the image quality looked like it had been photocopied 10 times over.”

WFS uses a variety of different tape devices and drives, and BrightStor ARCserve Backup has worked without a hitch. “We’ve never had a problem or a compatibility shortcoming,” said Cook. “Everything has been smooth sailing.”

Partner Solution Provides Added Value

When WFS started looking for better ways to back up and restore with faster tape drives, autoloaders and libraries, Plasmon directed it to the combined CA/Plasmon solution. “We were pleasantly surprised at Plasmon’s familiarity and expertise with the BrightStor™ ARCserve® Backup 2000 product,” said Cook. “We didn’t expect that level of expertise.”

The successful partnership with CA has prompted Plasmon to expand the number of products for which it is seeking ca smart Certification, as well as open up new opportunities for three-way OEM bundle solutions. In addition to giving Plasmon access to CA sales resources, the ca smart™ Program provides press release coverage, trade show participation opportunities and demo opportunities at CA Solution Center facilities. CA has been able to build a very productive relationship with Plasmon, opening up new, complementary business for both companies.



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