

## Incarceration Alternatives Create Demand for Data Protection

**BI Incorporated is a company that helps governmental agencies and correctional organizations address the operational requirements of prison populations by offering technologies and services that provide alternatives to typical incarceration. Established in 1978, BI is the leading provider of community corrections technology and evidence-based supervision services.**

BI has contracts with more than 1,000 governmental agencies nationwide, supporting them with a full continuum of intensive supervision technologies and community-based counseling, treatment services, and reentry programs for adult and juvenile offenders.

BI's national monitoring center, owned and operated by BI, provides 24/7 expert support supervision services exclusively for governmental agencies. BI works closely with local public corrections officials to cost effectively reduce recidivism, promote public safety, and strengthen the communities it serves.

The company offers a continuum of innovative offender compliance technologies and proven, research-based program services to provide tailored solutions for effectively managing criminal populations in the community. From technology tools that help manage low-risk, high-volume offender caseloads, to comprehensive day reporting centers targeting high-risk offenders, the Boulder, Colorado-based company has more than 600 employees and offers the most reliable, comprehensive solutions and range of services to the criminal justice community.

To date, criminal justice agencies throughout the world have supervised more than four million offenders and pretrial defendants with the help of BI products and services—creating volumes of digital data. BI backs up data daily and is approaching 20TB per month in data backup.

“As a leader in our industry, BI must continue to provide reliable, innovative, technological solutions and services, but the reality is that our customers consistently experience tighter or more restrictive budgets every year,” said Jeff Voss, Unix/Systems Administrator at BI. “The primary challenge we face is the commoditization of the technologies. New providers have entered the market—some companies have lasted, but most have not. Customers who leave for a better price often return to BI due to our superior service.”

Why is BI a leader in its industry? BI is unmatched in the industry for the customer service its people provide and their responsiveness to customer needs. And part of that commitment to service involves fail-safe protection of the data within BI's various systems.

### The Biggest Challenge

Due to the nature of BI's business, its infrastructure and systems require 99.9 percent uptime. The company runs continuous backups on its 100+ servers throughout the day and evening. Jeff noted he routinely archives up to 20TB of data every month, backing up vital databases, file servers, and all email systems.

### SOLUTION OVERVIEW

## **BI** Behavioral Interventions

StorageLibrary T24 with LTO-3 Drive

EMC Networker



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Unix/Systems Administrator, BI*

With business critical information as important as this and data volume continuing to grow, Jeff and the IT team thoroughly investigated new options for reliable and high-capacity automated data backup systems that would fit their budget.

“As we evaluated different products, additional capacity was a plus, but our top buying criterion was reliability,” explained Jeff. “With our old library [a SpectraLogic 2K Library], we had to replace several drives within a two-year time period, and at one point, we had to replace the entire library. So you can see why reliability was a big factor for us.” After completing the research, Jeff turned to Tandberg Data for the solution, selecting the StorageLibrary T24 with LTO-3 to meet BI’s current needs.

There were a variety of factors that lead Jeff to this selection. Tandberg Data’s worldwide reputation for engineering elegance, renowned for its highly reliable robotics was an important element. In addition, the price point for the library combined with its standard features, including 2u rack-mountable form factor, a bar code scanner standard, and Ethernet-based remote management was very attractive. And finally, he was impressed with this library’s scalability options that promises to meet BI’s projected storage needs well into the future. “We wanted a library that had a strong and dependable pedigree,” added Jeff. “All the research and reviews on this product were very positive.”



**Fast and Easy Implementation**

With the StorageLibrary T24, BI selected a library ideally suited for data-intensive organizations and mid-range enterprises needing a robust, yet easy-to-install tape automation solution. The StorageLibrary T24 scales from a 1x24 autoloader to a 2x24 library, and the barcode scanner, the Ethernet-based remote management, and the single import/export media drawer make it an easy solution to manage and maintain.

For Jeff, his first experience with the StorageLibrary T24 was a delight. Installation was fast and easy. The StorageLibrary T24 is compatible with all major backup applications, including EMC Networker in operation at BI. “Other than finding the right SCSI cable to work with my server—I have a bit of an odd-ball—the installation was a breeze.” said Jeff, who indicated the set-up and configuration took less than an hour.

**On-Demand Performance—Worry-free Automation**

The StorageLibrary T24 is designed with performance on demand, offering customers the opportunity to easily upgrade their existing library by adding a second half-height LTO drive. With BI’s 99.9% uptime requirement, reliability

was paramount, but they also needed a product that was fast and could provide increased transfer rates as their capacity requirements grow.

Jeff and the IT staff at BI continue their daily incremental backups, as well as full backups weekly and some monthly. In a typical week, Jeff backs up approximately 4-5TB of data, using all 24 slots in the T24. “The StorageLibrary T24 is saving us time compared to our previous tape library,” added Jeff. “Other than periodic firmware updates, the management needed for the new library has been all but eliminated—and with the StorageLibrary T24, we know we can increase performance and capacity as our needs grow.”

How about the restore process? “I have not had to restore from the library,” said Jeff, but I do occasional tests to verify integrity. As far as the process goes, once I determine the required volume via Networker, it’s a cake-walk.” All his restore tests have been flawless.

Jeff is also aware that the StorageLibrary T24 allows existing users with legacy LTO drives to easily swap out their prior-generation drives and install new LTO-4 drives with the library still in its rack. This feature extends users’ hardware investment and dramatically reduces upgrade costs while immediately achieving new levels of capacity and speed with LTO-4 technology. The innovative “upgrade-in-the-field” capability is one of the many benefits of Tandberg Data’s renowned engineering, widely recognized as the most intelligently designed automation robotics in the world.

“I’m sure we’ll upgrade at some point in the future, but since we’ve had the library in operation [more than a year], its required zero maintenance or repairs—other than normal cleaning, which is also automated,” Jeff explained. “That’s exactly what we were looking for in a tape library. I’m enjoying the benefits of the T24’s worry-free reliability.”



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**Jeff Voss, Unix/Systems Administrator, BI**

**About Tandberg Data**

Tandberg Data is a leading global supplier of backup and archiving technologies. Tandberg Data offers a complete range of tape libraries, tape autoloaders and tape drives (based on the LTO™, SLR™, VXA® tape technology platforms), storage software, data media and disk-based storage such as the RDX™ QuikStor. These solutions are marketed exclusively through a channel of qualified resellers and distributors. These solutions are underpinned by OEM agreements with major server manufacturers including IBM, Hitachi, Fujitsu, Fujitsu-Siemens, Apple and Dell and supported by all major operating systems and storage software applications to operate in heterogeneous network environments. All solutions are designed to meet the growing storage requirements of small and medium-sized organisations with scalability, reliability and backward compatibility features that ensure cost effective operation and long-term investment protection.

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