

CUSTOMER PROFILE

Emerald Queen Casino

Overview

- Emerald Queen Casino has two locations with a hotel, multiple gaming areas, a concert venue, and restaurants. Continuous data availability and disaster recovery plans are a must for this 24/7 business.

Industry

- Travel / Tourism
- Hotel
- Casino

UltraBac Software Products

- UltraBac Enterprise Edition
- UBDR Gold
- Exchange Agent
- SQL Agent
- UNIX Agent
- Media Library Module
- Tivoli Storage Manager Device

Other Software

- Windows Servers
- VMware Virtual Servers

Benefits

- Flexible scheduler.
- Information can be obtained quickly.
- File-by-file backups occur throughout the day.
- Provides different ways to restore information.
- Compatible with other third-party software.



Betting On a Winner - UltraBac Software Solutions

"UltraBac solutions are an integral part of our backup and disaster recovery plans, which are crucial in an around the clock business like ours."

- David Bonds, IT Director
Emerald Queen Casino

The Challenge

Located in Tacoma, Washington, on Puyallup Tribe reservation land, Emerald Queen Casino (EQC) is one of the largest gaming facilities in the area. Featuring 2,000 slots and 56 Vegas-style table games, activity is constant on the floor. The EQC also boasts several restaurants, as well as a 2,500 seat showroom that hosts popular musical and comedy entertainers. Just two miles away, EQC has a second location with 700 slot machines and other games where visitors can try their luck. A restaurant and 140 hotel rooms are also on-site to cater to patrons' needs.

Operating a casino with multiple restaurants and a hotel necessitates a state-of-the-art IT system. Point-of-sale (POS) terminals, administrative workstations, slot machines, and security systems all use PC and server based equipment to monitor and facilitate thousands of transactions a day. The hotel operates on a 24/7 basis and the casinos often operate around the clock as well. While others chance their odds at Emerald Queen Casino every day, EQC cannot afford to take chances with their data. They needed reliable products to ensure information is recovered quickly and easily in the event of an information issue or hardware failure.

The Situation

Running separate business locations means mission critical data is being entered and retrieved on dozens of servers by more than 267 PCs during daily operations. The nature of a casino business revolves around the exchange of money. Several of the systems in place serve as the information backbone of the organization. Being able to report financial data on a moment's notice and generate comparative reports based on stored data is an essential part of their standard procedures. Other systems such as POS, HR, sales, and guest management information are also being controlled by the multiple servers. In addition to specific casino and hotel software applications, the servers also run Exchange Server, SQL Server, and Tivoli Storage Manager.

The organization has two data centers, one at each site. The system worked well but EQC needed a comprehensive plan for data backup and recovery. Several options had been considered, but the IT staff wanted a fast and dependable solution that could be the foundation for a corporate-wide backup redundancy plan.

The Solution

Controlling two data centers located on geographically separate sites, EQC's IT staff made the decision to mirror all data from one site to the other. This process was

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UltraBac Software Advantages

- Able to perform file-by-file and image-based backups.
- Robust scheduling abilities.
- Dependability.
- Ease-of-use.
- Ability to backup and restore from virtual servers.

accomplished by using mirroring software from Avaiil. The software makes the data on the systems identical and changes occur in real time.

“The Avaiil server is a nice initial layer of data protection,” said David Bonds, IT Director for EQC. “However, with our casino and hotel needing to be able to operate on a continual basis with zero downtime, we required a significant additional layer of backup and disaster recovery protection to further safeguard against a data loss or disaster.”

The staff selected UltraBac Software to provide this security. They licensed UltraBac Enterprise Edition for file-by-file backups and UBDR Gold for image-based backups. In addition, EQC took advantage of UltraBac’s added protection for

Exchange, SQL, and UNIX servers. The Tivoli Storage Manager Device and UltraBac Media Library Modules were also installed to further customize their solution. Now more than 40 servers and over a dozen virtual VMware servers are being backed up by UltraBac Software products.

The backups are scheduled using UltraBac’s flexible scheduler and vary by server. Some servers are backed up using UltraBac’s file-by-file capabilities as often as six times a day. An additional image-based backup of every server is performed by UBDR Gold at least once a week. UBDR Gold is also programmed to save an image of the Avaiil data mirroring servers once a day for better redundancy.

The Benefits

By implementing a complete solution set from UltraBac Software, Emerald Queen Casino hit the jackpot. They are now able to rest easy knowing their data is reliably backed up. Even more vital is that their mission critical business and operations data is secure using safety-net features designed for fast and uncomplicated restores in the event a failure does occur. Coupled with the Avaiil mirroring solution, the processes are redundant and the saved information can be obtained quickly.

Due to EQC’s constantly changing data, file-by-file backups occur throughout the day and are programmed through UltraBac’s robust scheduler. Disaster recovery is an additional cornerstone to the redundancy process, and image-based backups serve as another safeguard. They are performed at least once a week on every server, including virtual servers. These methods provide the staff different ways to restore information depending on their requirements. If an individual file needs to be retrieved it can easily be recovered by referring to the most recent UltraBac backup. If an entire hard drive needs to be restored it can be done in a matter of minutes by recalling the last image backup from UBDR Gold.

“The transactions we are responsible for are the lifeblood of our business,” said Bonds. “With our comprehensive data protection strategy in place we now have several layers of backup redundancy. We are set up to be able to access our files at any given time. Our experience with UltraBac Software and their support has been excellent. UltraBac solutions are an integral part of our backup and disaster recovery plans, which are crucial in an around the clock business like ours.”

UltraBac Software

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