

R'Club strengthens their DRaaS plan to care for children of first responders.

SOLUTION: DRaaS

When first responders rush to help during hurricane season in Florida, someone has to watch their children. R'Club, a long-time child care and social service program, steps in to deliver exceptional care while parents serve their communities. Downtime during disasters is not an option for R'Club IT.

"In order to operate our child care centers across the region, we need functioning IT. During natural disasters, when we're called upon to step up, our IT systems cannot fail us," said Michael Brunner, IT Coordinator at R'Club.

R'Club Child Care Background

Forty years ago, R'Club was founded as an afterschool program for children of working families in the Tampa Bay region of Florida. They quickly grew their charter to support programs for infants and toddlers, and extended learning programs for adolescents. R'Club also provides a number of programs for low income and at-risk families with children up to five years old. Whether the families have been impacted by behavioral problems, drug and alcohol addiction, or disabilities and developmental delays, R'Club has never shirked its social responsibility to members of the surrounding communities

The 400 employees of R'Club work out of 47 locations, many of which are local schools. About 20 percent of the team members are administrative staff, and some are part of an adjoining adult day training program that is also under the R'Club umbrella.

The Technology to Provide Care

Brunner and the central IT team at R'Club manage all of the software programs used by the organization. Their servers run VMware on-premise and support more than a dozen applications—all virtualized. This runs the gamut from collaboration tools like SharePoint, financial systems for billing and payroll, communications systems, and IT operations tools.

R'Club runs Veeam in their environment and backs up systems to a local SAN. However, they also needed an off-site disaster recovery solution to further support their business continuity plan.

CHALLENGES

- Unreliable generic backup software
- Long recovery periods
- Limited financial resources

SOLUTION

- [11:11] DRaaS for Veeam

BENEFITS

- Clear, needs-based pricing structure
- Reliable support 24x7x365
- Fast, seamless setup and replication

PROFILE

- Size: Medium-sized Organization
- Industry: Nonprofit Social Services

"Having a 'warm site' at [11:11] gives us more security. We know we can continue to operate and provide services to our first responders and our community."

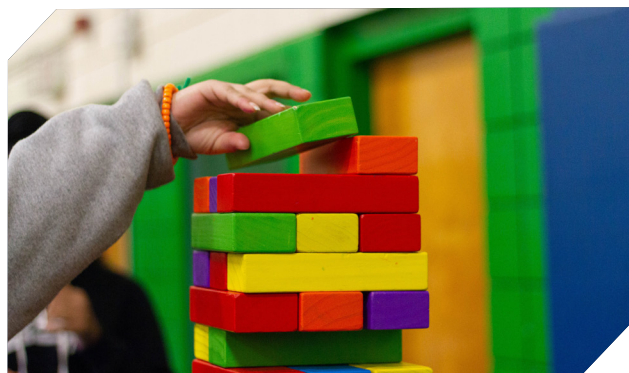
Michael Brunner, IT Coordinator at R'Club Child Care

Before Veeam Cloud Connect and iland, now 11:11 Systems

Prior to adopting the [11:11] DRaaS for Veeam solution, R'Club was working with a local partner to lease space for replication with a nearby data center. R'Club used an off-the-shelf NAS device to copy their backups off-site. The process was cumbersome and error-prone, as the device would repeatedly fail and required rebooting. It simply wasn't designed for this use case.

Further, off-site backups didn't provide the assurance of ongoing availability that R'Club required. It would take hours or days to recover a system—and with their charter supporting first responders in the hurricane zone in Florida, that was time they couldn't afford.

Finally, replacing the NAS device with a more functional alternative proved to be cost prohibitive. As a nonprofit, R'Club doesn't have funds to spare and prefers to invest resources in their community programs.



Onboarding Their Systems

As a long-time user of Veeam on-premises, Brunner upgraded to Veeam Availability Suite v9.

After the upgrade, he noticed the offsite backup option through Veeam Cloud Connect. Initially, the goal was to set up an offsite backup with Veeam that would mimic their prior configuration. However, Brunner attended an [11:11 Systems] and Veeam joint webinar and learned more about the DRaaS option and quickly switched gears.

[11:11], a Veeam Platinum Service Provider and multi-year winner of Veeam Cloud Services Provider of the Year, was able to demo the solution for Brunner and quickly set up the service. Replication could begin immediately.

Brunner also kept an eye on the budget. [11:11]'s clear pricing reflected ongoing storage costs with no CPU or memory fees until a failover occurs. This option not only enabled cost savings over the SAN-based option—but it guaranteed far greater business continuity for R'Club.

Dependable Support

The configuration of R'Club's disaster recovery as a service was smooth and straightforward. Brunner and his team set up replication directly from their existing Veeam Availability Suite v9 console, and with a few details from [11:11], they were up and running.

Thus far, Brunner has reached out to support only a few times to answer questions, and notes that they were very responsive. "It is a comfort," he says, "to know that were we in a disaster situation, the [11:11] support team would be there, by phone or email, to help with any questions or to trigger a failover. They have our back."

THE RESILIENT CLOUD PLATFORM



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