



## IT JUST WORKS

**COMPANY**

SILICON GRAPHICS, INC.

**CLIENT**

DEAN DROUGAS  
CIO

**INDUSTRY**

HIGH-PERFORMANCE  
COMPUTING, VISUALIZATION  
AND MANAGEMENT OF  
COMPLEX DATA (STORAGE)

“The expectation was all our PC backup needs would be met by the Connected™ Subscription Service. We had to make no capital investment, we had to make no administrative investment.

It just worked from day one.” >>>



# IT JUST WORKS

## DATA PROTECTION FOR MOBILE WORKFORCE

» The time had come for SGI to move its mobile workforce – nearly 3,000 people – from UNIX® OS-based desktop workstations to Windows NT® OS-based laptops. It was 1998. And making the move meant data protection was a top priority. “When we decided to go to Windows NT, we had no automated infrastructure to back



up users’ systems. Rather than make a capital investment in incremental software and hardware, we decided to outsource our data protection.” » The SGI IT group began the search for a company that had experience managing data backup and restoration for large enterprises with mobile workforces. “We learned about Connected in a BusinessWeek article. We met to discuss their offering and learned what they were doing for companies like Hewlett-Packard.” » SGI was about to undergo a system-wide change. Our sales team showed them how we work with other large, information-driven companies to outsource data backup and restoration. “Our Windows NT implementation was designed to be completely mobile for our workforce – about 3,000 people. With data being created outside the firewall every day, the big problem as we went to Windows NT was keeping up with backup.” » SGI recognized the advantages of the Connected solution: no capital investment, scalability up and down, based on the needs of the business, and unmatched ease of use. But before signing up, SGI needed answers to some very important questions. The main hurdle to get over was security.

## OVERCOMING SECURITY CONCERNS

“With the new laptops, much of our workforce was about to become instantly mobile.



The problem of backup was obvious. We had people who were out of the office for days at a time. We needed to be sure they could back up safely from the road, so the data they were creating every day would be secure.” » We showed SGI how the Connected solution would deliver on its demands for secure, automatic backup:

- » **Secure data protection** – The Connected solution features triple-DES encryption during data transfer and in storage.
- » **Data reduction** – Our Delta Block® and SendOnce® technologies put an end to backing up multiple copies of identical documents that can drive the cost of data storage through the roof. Combined with our state-of-the-art data compression, these technologies enable us to store the information from 20,000 PCs on the equivalent of a single PC. Data storage growth is no longer a concern at SGI.
- » **Automatic backup** – Unbeatable ease of use: SGI users automatically back up whenever they log into the network. Data reduction allows complete data protection even over dial-up lines.

“We met with other providers. No one else offered the range of benefits that Connected had and nobody had the security and compression that Connected had. Connected’s Subscription Service offering made financial sense and served all our needs.” » The Connected solution delivered on SGI’s key requirements for data protection and recovery:

- » **Complete backup and restoration** – Any SGI user who loses data – for whatever reason – is confident that his or her data can be recovered, usually the same day. Even if SGI suffers a physical, on-site disaster (such as a fire), their data is secure and accessible thanks to Connected’s –
- » **Off-site data storage** – SGI users rely on Connected’s secure data storage to provide them with access to whatever of their data they need, whenever they need it.

“In the end, it was easy. We had to make no capital investment. We had to make no administrative investment. The Connected Subscription Service worked from day one.” » Connected’s ease of use quickly helped SGI IT administrators feel they had made a smart decision. “The fact is, we’ve had no problems. We’ve had no outages, no problems as we ramped this thing throughout the corporation. In fact, I’m a little surprised at how well it’s worked. Obviously, we manage it, we administer it and we work with Connected. But I never get a report that, ‘My backup isn’t working.’ I never hear, ‘Hey, I couldn’t recover anything.’ I mean, all those issues are just gone.” » Of course, there were some people who had to learn the hard way. “I had one guy who resisted using it. He was doing backup with a zip drive. Well, one day he had his laptop stolen, and in the bag were the zip drive and all his disks, so he lost everything at once. Now? He uses the Connected set up.”

## CONNECTED SUBSCRIPTION SERVICE SIMPLIFIES IT NEEDS

### WHAT SGI NEEDS TO USE CONNECTED SUBSCRIPTION SERVICE:

- » PCs
- » Internet

### WHAT SGI WOULD NEED IF THEY MANAGED THEIR OWN DATA CENTER:

- » PCs
- » Network
- » Enterprise Class Servers
- » Offsite Mirrored Servers
- » HSM (tape or near-line storage)
- » Support Center Server
- » iRoam Server
- » Data Center Managers/Personal

**“We met with other providers. No one else offered the range of benefits that Connected had and nobody had the security and compression that Connected had. Connected’s Subscription Service offering made financial sense and served all our needs.”**

— DEAN DROUGAS, CIO, SGI

### EXPECTED AND UNEXPECTED BENEFITS

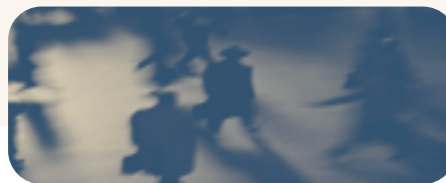
» **SGI found that the Connected solution fulfilled two necessary functions right from the start.** “We use recovery in two primary modes. Obviously, the first is, somebody needs to get a file. I would say in 80 to 90 percent of those cases, the IT organization

does not get involved in that. It’s so automatic, it’s not even on the IT radar screen. So this frees up the IT staff to do other critical work. We get reports on how often recovery is accessed, so I know it’s being used.” » **While we didn’t design it for this purpose,** “The second thing is, as people leave, we use it as an archive service. So, when an employee leaves, we cut a CD of all his or her stuff, throw it in the drawer until it’s needed and we have it. We have it for all time.” » **The need for backup and restoration capabilities was obvious.** “Before Connected, someone could have a mission-critical document that they’re working on. It could be anything: a Word document, a spreadsheet, presentation. And they haven’t backed it up for a number of days or through a number of iterations, and they get a virus or they drop their laptop on the way to the car or it gets lost somewhere. Now, we’re able to return them to where they were.” » **But SGI soon found uses for the Connected Subscription Service beyond what was anticipated going in.** “I can use it on desktops, I can use it on laptops, I can use it in the office, I can use it on the road. I can actually use it as a file server; if I’m going to go somewhere and I don’t want to lug my laptop with me, I can back it up, go somewhere else – to another SGI site – restore the data to that machine and do my presentation there. I can share files back and forth. So, it actually does more than I ever intended it to do, while solving all my data backup problems in the Windows NT space.”

» **The benefits of Connected extend to human resources.** “It’s freed up my people, so now, one of the things they hate to do most and derive the least satisfaction from, they don’t have to do anymore. And, you know, here, as in just about every other IT organization in the world, the demand for IT services far outstrips the supply. And now, they’re able to let go of backup and restoration and focus on a whole bunch of interesting things that we need them to do.” » **Connected easily scales to the size of the organization.** “If we decide to hire 500 more people tomorrow, I don’t have to make any capital investment. I just call Connected and say, ‘Here’s the new accounts,’ and I’m off and running on day one. And not only does it scale up, but it also scales down, which is no mean feat. So, as we’ve rationalized our workforce, we don’t have a lot of underutilized infrastructure that we’re still depreciating.” » **The Connected solution makes life easier for accounting, as well as for IT** “We’re not carrying physical assets for data protection now. No competition against other things for dollars when it’s time to upgrade. Instead of a periodic large cost, we have a regular, predictable, manageable cost.” “When I look back to the point in time when we did the implementation, the ROI would have proved to be so high that it was simply a no-brainer.”

### IT’S ALL ABOUT THE CUSTOMER

» **Customers are sometimes surprised at our focus on their needs.** “Connected is very easy to do business with. Very flexible in tailoring the offering to what we need as a corporation. Very interested in the company point of view. I think [Connected CEO] Bob Brennan wants to be a great company to do business with, he wants to have partnerships with his customers. And anything that is a barrier to making that happen is something that he and his organization are dedicated to eliminating.” » **Ultimately, almost everyone at SGI recognized the benefits of using Connected.** “Our adoption rate is close to 100%. And it’s not that I make everyone use it; it’s just such a compelling proposition. While the initial roll out was on Windows NT, many SGI employees have since moved to Windows 2000 and Connected supports them on the new platform.” » **Mr. Drougas has some thoughts for other companies in technology transitions.** “If you’re going to a mobile workforce without this kind of system, you’re setting yourself up for loss. You might go into it thinking you’re okay, until you find out the document you need is gone, forever. And at that point, someone might say, ‘I told you so,’ but ‘I told you so’ is too late.”





#### ABOUT CONNECTED™

Connected Corporation provides storage software that helps companies take control of the massive growth in enterprise storage resulting from user data and email files. Through patented data reduction technology that allows all the information from 20,000 PCs to be automatically captured, stored, and quickly retrieved from a single data center server pair, Connected substantially reduces enterprise storage requirements, addresses the file and email server storage growth problem, and prevents data loss. Hundreds of the world's largest corporations, including Boeing, Citgo Petroleum, EMC, Goodrich, Hewlett-Packard, Iron Mountain, PeopleSoft, SAP, Schlumberger and T-Systems depend on Connected to protect and centrally manage their PC data assets, while driving down the costs and burdens associated with storing enterprise data. The company's solution, Connected DataProtector™ with EmailOptimizer™ is offered as a subscription service or as licensed software. Connected is based in Framingham, Massachusetts, with multiple U.S. and international offices.

LEARN MORE ABOUT A CONNECTED SOLUTION TO FIT YOUR NEEDS. PHONE US OR VISIT [WWW.CONNECTED.COM](http://WWW.CONNECTED.COM)

**CONNECTED CORPORATION**  
100 PENNSYLVANIA AVENUE  
FRAMINGHAM, MA 01701  
P +1.508.808.7300  
P +1.800.934.0956

**FRANCE** P +33147482-800  
**GERMANY** P +496102-88288-0  
**U.K.** P +44-1628-509055