

## Citadel Security Software Speeds Data Backup and Centralizes QA Storage

**“We plugged it in, it came up and started working. That’s not typical of our experience with a network storage solution.”**

Scott Millis  
Director of Technology Support

### Snap Servers Deliver Performance and Ease With 100% Uptime

*Citadel Security Software, Inc. of Dallas, Texas develops and markets software and management solutions that provide IT security for networks, LANs, personal workstations, and personal computers.*

Citadel’s products enable companies to correct the security vulnerabilities that occur through software applications, unauthorized access, and incorrect system configuration, and to more efficiently manage their computing environments and enforce security policies from a single point of control across Windows, Linux, and UNIX platforms.

The company has 120 employees, more than half of who are software engineers with multiple computers, and an IT support department of one person – Director of Technology Support Scott Millis.

By the beginning of 2004, the company had grown to the point where it needed to perform full backups of 300-400GB of data on a weekly basis. But the existing solution was exceeding its backup window. Millis would start a full backup on Friday night and it would still be running on Monday night.

In the software development lab where Citadel products are tested on a wide variety of machines and platforms, data was spread across more than 100 servers, and Millis was scrambling to add IDE drives to increase storage.

Clearly, better solutions were needed.

For its backup needs, Citadel looked at offerings from LaCie and Hewlett Packard. “LaCie didn’t seem enterprise class,” Millis recalled. When compared to the HP StorageWorks NAS 2000s, price/performance favored the Snap Server. “We decided to just get the better performing box at the lower price.”

With a Snap Server 4500 handling Citadel’s weekly backups, full backups run at least 10 – 20% faster. The server is configured for RAID 5 and expanded to 2TB with a Snap Disk 10 expansion array. Information is backed up with a Veritas agent across the corporate LAN to the Snap Server, using both Gigabit Ethernet ports, and then written to tape. “It’s extremely simple and efficient for our Snap Server,” said Millis.

In the lab, a 1TB Snap Server 4500 provides centralized, easily accessible storage for VMware software development images for all flavors of Windows, UNIX, AIX, and Macintosh systems. Because space is a priority and all the information can be easily replaced, the server is configured for RAID 0.

“The Snap Servers were literally plug and play. We plugged it in, it came up,

**Results**

**Reduced CAPEX**

Better performance at 40% less cost

**Increased Productivity**

Backups run 20% faster

**Maximum Uptime**

Snap Servers have never had a trouble call

and started working right away. We were pleasantly surprised. This is not our typical experience with a network storage solution.”

The company is moving in the fall and, because the Snap Server 4500s have worked so well, Millis is considering additional, higher capacity Snap Server models, including the Snap Server 14000, to create a fast SAN for high-transaction SQL and Exchange applications.

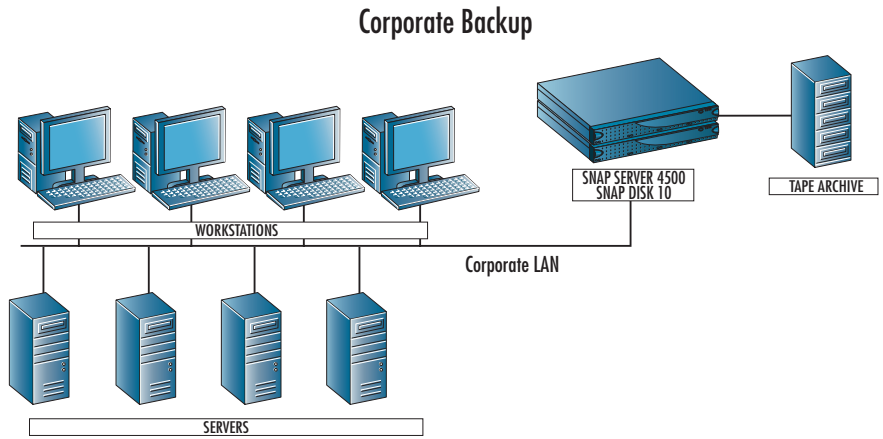
The new office will have an IBM server chassis with 5 or 6 blades fully

populated with 14 dual and quad CPUs. “IBM seemed like a natural solution for creating the fast SAN, but the solution was too costly for our budget,” Millis explained.

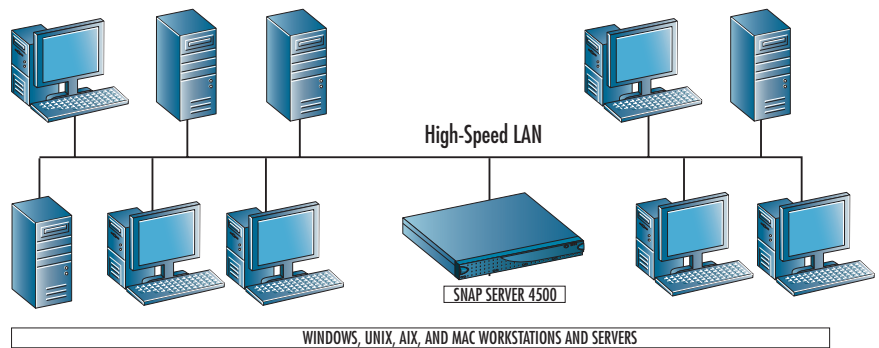
“We have been looking at big SAN vendors, but we keep thinking maybe there’s a better way,” Millis said.

“The best compliment I can give the Snap Servers is that we never think about them. They do what they are supposed to do. We haven’t had one internal trouble call yet.”

**Network Diagram**



**Software QA Lab**



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