

Nominee: Quest

Nomination title: Rapid Recovery

Key Distinguishing Features:

Quest Rapid Recovery lets organisations protect anything, anywhere — systems, apps and data, whether it's physical, virtual or in the Cloud. The driving philosophy behind Rapid Recovery is a “ZeroIMPACT” recovery of vital data – presenting users with the data they request instantly, during restores, as if the outage never happened. ZeroIMPACT is more than just a buzzword – with Rapid Recovery able to restore full systems, applications and data and bring businesses back to 100% capacity in less than 15 minutes, even from the most critical incidents and outages.

Rapid Recovery can be set up to generate incremental-forever snapshots of critical data, applications, VMWare and HyperV VMs and their current states up to every 5 minutes for complete application and system recovery in an instant. These ongoing snapshots are taken with zero disruption to users and can be continually updated on a warm, virtual standby machine on premise or in the cloud, which can be activated at a moment's notice in the event of a disruption or outage.

‘Live Recovery’ is one of Rapid Recovery's standout features. Legacy recovery techniques often require building a new server from scratch, with a process that can take hours — time during which users are unable to access mission-critical applications. Even modern imaging recovery techniques can still cause extended recovery time objectives (RTOs), since they require restoring the entire system — possibly terabytes of data — before booting. Live Recovery however offers a near instant recovery by enabling the users themselves to access target servers during the recovery process – the data they need is restored on demand, without needing to wait for a complete system restore, ensuring a seamless recovery. Admins can also intelligently search the recovery points of a protected machine, finding and restoring individual files to the Rapid Recovery core directly from the search results.

Admins are able to manage and configure the organisations data protection strategy in just a few clicks using one friendly, comprehensive cloud-based GUI. Not only that, Rapid Recovery offers a dedicated preconfigured replication target virtual machine on the Microsoft Azure Marketplace, providing an instant and stress-free way for organisations to replicate their recovery and create virtual standby machines in the Cloud.

Tangible Impacts on the Market and Customers:

The popularity of Rapid Recovery's cloud replication capabilities has taken off over the past 12 months, with the solution fast becoming the go-to cloud replication solution for Microsoft Azure. Over the past six months specifically, Quest has seen a 179% growth in Azure usage for Rapid Recovery.

The replication target VM is now achieving a regular top-five status in its category on the Microsoft Azure Marketplace each month, and most notably its popularity has meant that Microsoft now recognises it as a leader driving overall Azure consumption worldwide.

More than 70,000 customers worldwide depend on Rapid Recovery to protect their critical data, and report on average a reduction of 20 hours a week in administration, and nearly 80 per cent of those customers switched from other vendors because their needs weren't being met.

Competitive Differentiators:

Rapid Recovery offers a fast and effective way for organisations to make the jump to the Cloud for data backup and recovery. Providing more public Cloud options to replicate to and with a speed and efficiency unmatched by any of its competitors, Rapid Recovery can not only replicate data, but create archives and continually updated virtual standbys directly in the Cloud environment in under a minute.

In a DCIG analyst comparison between Rapid Recovery and competitor Veritas NetBackup, DCIG commented: "Rapid Recovery bundles all of its features into one solution at one price and then better facilitates fast deployments and ease of use. It provides proven connectivity to leading Cloud services providers to which many companies look to leverage in some way as part of their broader backup and recovery strategy. By choosing Rapid Recovery, these companies get a solution that is both right sized and right priced for the specific challenges they face."

Quest's customers are increasingly finding value in a preconfigured Rapid Recovery appliance. Based on Dell PowerEdge server architecture, a Rapid Recovery appliance can go 'from box to backup' in an astonishingly quick 20 minutes, significantly reducing workload and change burdens for IT teams. The option of purchasing the software in appliance form has opened up the power and functionality of Rapid Recovery to a far greater number of organisations, including small and medium sized businesses with smaller IT teams who require quick, simplified deployments and streamlined management capabilities.

Supporting Quotes/Case Studies:

One Rapid Recovery customer, Journeycall, describes how, despite a severe incident and a lack of cloud replicas, the software was able to facilitate 100% operating capacity within hours.

“On the morning of the 1st of January. I was awoken at 8am to the news that there was no network, no login servers, and no email servers available across the company. I joked to the caller that the only way the symptoms they were describing could happen was if the core network was down or we had lost every virtual server in the company. Upon logging into the VPN and attempting to access our servers, I very quickly realised that my joke was in fact a reality, no servers responded... I brought up our Rapid Recovery box locally and began restoring backups onto the spare chassis.

By 12:06 I had recovered our full environment and had the business back up to 100% operational status.

Had we not had rapid Recovery I cannot say how I would have resolved the issue.... I would have likely had to recreate the environment from scratch.

Quest Data Protection is a fantastic solution and it is easy to use. It allowed me to finally go to bed and sleep safe in the knowledge that my backups were completing, being replicated out off site, and being sent to a live standby. No more watching a tape restore with fingers crossed.”

— George Mair, IT & Comms Manager, Journeycall

Why nominee should win

- Rapid Recovery is able to restore full systems, applications and data and bring businesses back to 100% capacity in less than 15 minutes.
- Offers a near instant recovery by enabling the users themselves to access target servers during the recovery process – the data they need is restored on demand, without needing to wait for a complete system restore.
- More than 70,000 customers depend on Rapid Recovery to protect their data, and report on average a reduction of 20 hours a week in administration, and nearly 80% of those customers switched from other vendors because their needs weren't being met.