



## SUCCESS STORIES

# FIRST AMERICAN TRUST BANKS ON NETWORK APPLIANCE FOR COMPLIANCE AND DISASTER RECOVERY

“When the SEC evaluated a recent merger, the NetApp solution enabled us to provide twice the information in half the time. In fact, our entire NetApp infrastructure is managed in just 10% of the time DAS would require.”

HENRY JENKINS Chief Technology Officer, First American Trust, FSB



### KEY HIGHLIGHTS

**Location** Santa Ana, Calif.

**Industry** Financial Services

#### The Challenge

- Outages can cost more than \$100,000
- Previous storage solution was expensive
- Complex existing DAS structure
- Subject to strict regulatory oversight by the SEC and FFIEC

#### The Solution

The NetApp IP SAN (iSCSI) storage solution supports First American Trust's virtualized infrastructure, including client-facing Web-based applications, Microsoft® SQL Server™ database servers and transaction logs, Microsoft Exchange, Symantec® Enterprise Vault™, and an Onyx CRM system.

#### Benefits

- Zero costly outages in seven years
- \$75,000 annual company headcount savings
- Disaster recovery site able to go live in less than four hours
- 40% reduction in time required for IT staff to manage in-house data
- Ability to recover a Microsoft SQL Server database in 5 to 15 minutes
- E-mail recoveries in minutes instead of hours

### THE CUSTOMER

First American Trust Federal Savings Bank ([www.firstamtrust.com](http://www.firstamtrust.com)) is part of The First American Corporation, a Forbes 500 and Fortune 500 company and the nation's leading provider of diversified business information and related products. The bank, which is governed by the federal Office of Thrift Supervision and the Securities and Exchange Commission (SEC), provides two major lines of business services: commercial banking for its affiliates and a broad range of comprehensive wealth management solutions for retail clients. First American Trust has been in business for over 40 years.

#### THE CHALLENGE:

**Provide World-Class Financial Services Availability, Archiving, and Regulatory Compliance on a Medium-Size Budget**

First American handles \$2 billion to \$4 billion a day in wire transfers. In the last three years, the company has seen the amount of deposits it services grow from \$400 million to \$1 billion. First American has also seen tremendous growth in transaction volume, with 100% growth in item processing and 150% growth in wire transactions. Keeping pace with this growth is a continual challenge for the IT team, because any interruption can cost the bank hundreds of thousands of dollars in interest liability. Like all financial institutions, First American is also challenged with implementing innovative technology solutions to help improve service to customers. With stakes that high, reliability

and availability are not goals—they are mandates. Additionally, First American is federally regulated and must adhere to guidelines outlined by the Federal Financial Institutions Examination Council and the SEC. These guidelines require the bank to provide the same robust disaster recovery (DR) plans and ability to cull historic information as larger institutions—but with a fraction of the staff and budget.

#### THE SOLUTION:

**Migrate Exchange and CRM Applications to Network Appliance™ Storage**

To handle this volume of growth, First American set out to modernize its IT infrastructure, switching from a direct-attached storage (DAS) and outsourced disaster recovery plan to NetApp fabric-attached storage (FAS) systems deployed in an active-active controller configuration. The decision to standardize on NetApp storage was simple. The bank already relied on NetApp storage for user home directories and was well acquainted with the value, reliability, and simplified management that NetApp offers. Today, NetApp storage supports client-facing Web-based applications, Microsoft SQL Server database servers and transaction logs, Microsoft Exchange, Symantec Enterprise Vault, an e-mail archiving application, and an Onyx customer relationship management system. Nearly all of the bank's 130 employees use these applications, and many access the system continuously. To ensure recovery in the event of a site disaster, First American Trust mirrors data

“Over the years, NetApp has delivered the rock-solid infrastructure needed to expand First American’s IT infrastructure and to keep pace with the company’s growing business and regulatory requirements. By minimizing the chance of any downtime, the NetApp systems have more than paid for themselves.”

**HENRY JENKINS** Chief Technology Officer, First American Trust, FSB

from NetApp systems at its headquarters to NetApp storage at a remote site using NetApp SnapMirror® software. Data is mirrored constantly, so the DR site is never more than 15 minutes behind. Today, storage management remains less than 5% of infrastructure management and maintenance.

**BUSINESS BENEFITS:**

**Uninterrupted Wire Services Plus  
Cost-Effective Compliance**

In the nearly seven years since its initial NetApp deployment, First American has not experienced a single serious outage, despite huge increases in transaction volumes and the addition of a new subsidiary. “Over the years, NetApp has delivered the rock-solid infrastructure needed to expand First American’s IT infrastructure and to keep pace with the company’s growing business and regulatory requirements,” says Henry Jenkins, chief technology officer at First American. “By minimizing the chance of any downtime, the NetApp systems have more than paid for themselves.”

In addition to streamlined backup processes, data recovery is notably improved. “If an end-user file is deleted or corrupted, it takes less than 5 minutes to recover from a recent Snapshot™ copy,” Jenkins says. “We’ve recovered entire SQL Server databases in 5 to 15 minutes.

“The NetApp systems will probably outlast every other piece of equipment in our data center,” continues Jenkins. “In fact, we’ve had to talk to the NetApp service team only three times in the past seven years,

and each time the team was incredibly responsive. The reliability of our NetApp solution is unmatched.”

First American previously outsourced disaster recovery, but after deploying NetApp, the company found it easier and less expensive to handle DR in house. “Previously it was only cost effective to protect our most critical information,” says Jenkins. “Creating incremental backups by using Snapshot technology is so efficient that today almost every process is protected. In the event of a major disaster, our DR site could be live within four hours. This addresses both corporate and regulatory requirements.”

When it comes to compliance, NetApp is invaluable in many ways. For example, the bank saved time and money when the SEC requested historical e-mail information for key individuals as part of a merger evaluation. “When the SEC evaluated a recent merger, the NetApp solution enabled us to provide twice the information in half the time. In fact, our entire NetApp infrastructure is managed in just 10% of the time DAS would require,” says Jenkins.

“Instead of spending hours on complex, time-consuming brick-level restores, we were able to easily and quickly recover even more than what the SEC asked for by using Single Mailbox Recovery software.” The ability to recover individual mailboxes and e-mail items in a matter of minutes helped First American minimize the disruption to their production environment and administration resources. In

fact, since the NetApp solution was implemented, the company has easily passed all of its annual disaster recovery tests.

The value of NetApp Single Mailbox Recovery software became apparent when the SEC asked another firm for similar data. The company found that its third-party tape outsourcing backup system was flawed and expensive. Some tapes were damaged, and in other cases backups were botched completely. In First American’s case it took one person working part-time only two weeks to obtain nine months’ worth of data; the other firm had to dedicate a full-time employee to the retrieval job for an entire month to restore only four months’ worth of data.

In addition to NetApp Single Mailbox Recovery, First American relies on Symantec Enterprise Vault to archive, search, and retrieve critical business information in its e-mail environment. Tightly integrated with NetApp hardware and software, Enterprise Vault utilizes intelligent classification and retention technologies to capture, categorize, index, and store target data to enforce policies and protect corporate assets while helping to reduce storage costs and simplify management. Drastically reducing the size of e-mail stores through compression and single-instance storage of duplicate attachments, Enterprise Vault enables users to keep e-mails without mailbox size limits. Enterprise Vault automatically replicates e-mail volumes to central online storage, moving it to less expensive storage after a designated length of time.

The NetApp e-mail archive and compliance solution allows the bank to address stringent regulatory and business requirements without overburdening the six-person IT staff.

The Symantec Enterprise Vault solution reduced the manual labor required to restore, collect, and present archived e-mails from several person-weeks down to a couple of hours, resulting in dramatic cost savings. Jenkins estimates that the NetApp architecture requires about 5% of one person's time to manage; in contrast, direct-attached storage would consume about 20% of staff resources. Asked to imagine what it would be like trying to administer local storage with the bank's growing requirements, Jenkins says, "The first thing that comes to my mind is a lot of wailing and gnashing of teeth."

Exchange administration is notably simplified by using tools such as SnapManager® for Exchange, which manages and verifies twice-daily automatic backups. For example, during an Exchange server upgrade, the bank benefited from hosting Exchange stores on networked storage instead of on the same server as the application. Because databases are in a common area, the staff didn't have to move and wipe, cutting upgrade time by more than 50%. Jenkins notes that, once again, NetApp made the Exchange upgrade to Exchange 2003 run smoothly.

The flexibility of the NetApp solution has also provided First American with the solid infrastructure needed to deliver innovative technology-based service improvements to customers. For example, this year the bank is implementing virtualization and a new electronic check-processing system that will result in faster check processing for customers and financial savings for the bank. "NetApp delivers the flexibility, reliability, and resiliency that we need to take advantage of the latest technologies. Because we trust and know our NetApp solution and can depend on NetApp technology continually being advanced, we can rest assured that our service offerings run smoothly now and will in the future," says Jenkins.

Since its initial deployment, First American's NetApp deployment has grown from just 350GB to 8TB of storage for all of the bank's key applications. To get there, Jenkins simply refreshed the controllers and added disks. "It took more time to rack the systems than to bring them online," Jenkins says. "We used the same disks and the same enclosure. It took probably 15 minutes to get up and running. It was harder to find space in the data center than it was to upgrade.

"One of the most impressive things about NetApp is that technology changes and upgrades are equally accessible to us, a medium-sized business, as to Fortune 500 customers," sums up Jenkins.

## ABOUT NETWORK APPLIANCE

Network Appliance is a leading provider of innovative data management solutions that simplify the complexity of storing, managing, protecting, and retaining enterprise data. Market leaders around the world choose NetApp to help them reduce cost, minimize risk, and adapt to change. For solutions that deliver unmatched simplicity and value, visit us on the Web at [www.netapp.com](http://www.netapp.com).

### SOLUTION COMPONENTS

#### Protocol

IP SAN (iSCSI)

#### Products

NetApp FAS3020 storage system

NetApp FAS940 cluster storage system

NetApp FAS820

NetApp FAS270 storage system

NetApp FAS250 storage systems

NetApp SnapMirror

Single Mailbox Recovery

SnapManager for Exchange

#### Environment

*Applications:* Microsoft Exchange Server, Onyx CRM software, Symantec Enterprise Vault

*Databases:* Microsoft SQL Server 2000 and 2005

*Server platform:* Microsoft Windows® 2000 and 2003

*Employees:* 130 worldwide



[www.netapp.com](http://www.netapp.com)

© 2007 Network Appliance, Inc. All rights reserved. Specifications subject to change without notice. NetApp, the Network Appliance logo, SnapManager, and SnapMirror are registered trademarks and Network Appliance and Snapshot are trademarks of Network Appliance, Inc. in the U.S. and other countries. Microsoft and Windows are registered trademarks and SQL Server is a trademark of Microsoft Corporation. Symantec is a registered trademark and Enterprise Vault is a trademark of Symantec Corporation. All other brands or products are trademarks or registered trademarks of their respective holders and should be treated as such. **CSS-5037-1107**