

Goodwill Stays Up and Running with AWS and N2WS

Cloud Protection Manager by N2WS Helps Goodwill with Reliable Cloud Backup on AWS

CHALLENGE

Protect workloads on AWS from outages or failures with operational backup and disaster recovery.

SOLUTION

Amazon Web Services and Cloud Protection Manager by N2WS allows Goodwill Industries of Southern New Jersey and Philadelphia to quickly recover from outages using regularly scheduled, incremental, snapshot-based backups.

RESULTS

Goodwill has been online 100% of the time with no delays or outages since making the shift to AWS and N2WS.

When Goodwill Industries of Southern New Jersey and Philadelphia sought to take advantage of the flexibility, reliability and improved economics of the cloud, they knew data protection and operational backup would be an important part of their overall migration strategy. Here's how AWS and N2WS helped Goodwill migrate their infrastructure to the cloud and implement a backup and data protection plan offering lower TCO and better recovery point and recovery time performance than their previous on-premises solution.

Goodwill's Challenge

Goodwill says it simply: "Our mission is to help put people to work." Nationwide, the not-for-profit's 163 locations include retail stores, donation centers, and job placement services for permanent and temporary jobs, including outsourcing light industrial work. But in the words of Mark Boyd, the President and CEO of Goodwill Industries of Southern New Jersey and Philadelphia, "I can put up with a lot, but I cannot put up with my cash registers not being able to work."

That's the situation Boyd's organization found itself in with a fully on-premises model for data backup and disaster recovery. His chapter's 38 locations, a mix of stores, donation centers, offices, and training centers, depended on physical hardware whenever a data outage occurred.

"There were constant outages when we had physical servers in the closet," says Briley James Yetter, Director of Technology. "We were having to replace servers every couple of years due to the depreciation that you would get with hardware. We had outages at our stores, our schools, and our offices that were preventing our employees from working and our stores from operating, and our students from learning." It was clear that a new solution was needed—one that could both

CLOUD PROTECTION MANAGER BY N2WS PROVIDES OPERATIONAL BACKUP, RECOVERY, AND DISASTER RECOVERY (DR) FOR AWS

BENEFITS INCLUDE:

- Operational backup and disaster recovery (DR) built for AWS
- Flexible backup policies with scheduling from minutes to months
- Recovery within moments from any type of outage or failure, across AWS Regions and AWS accounts
- Easy to use interface with dashboards, monitoring, alerting, reporting, and integrations with other services
- Distributed as an Amazon Machine Image (AMI) through AWS Marketplace

take advantage of the flexibility and scalability of cloud technology, and that could automate a backup plan so that current data could be restored quickly.

Why Goodwill Chose AWS and N2WS

Goodwill Industries of Southern New Jersey and Philadelphia found Amazon Web Services when they began to explore ways to move their entire operation to the cloud. They desired an “always-on, always-available” infrastructure leveraging the value, flexibility, and elasticity of a cloud solution. After identifying AWS as their cloud provider of choice, Goodwill found Cloud Protection Manager (CPM) from N2WS on the AWS Marketplace. Developed on the cloud exclusively for organizations with AWS workloads, CPM is a backup and disaster recovery solution that allows Goodwill Industries to protect its data, systems, and assets, including financial servers and point-of-sale systems.

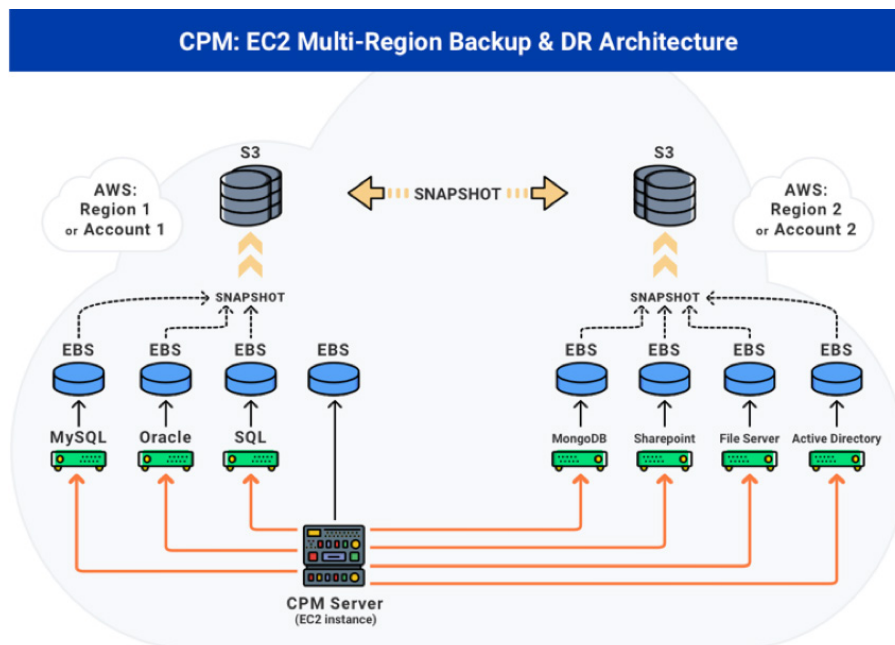
“Since moving to AWS and Cloud Protection Manager by N2WS, we’ve been up 100% of the time.”

Mark Boyd
President & CEO, Goodwill Industries of
Southern New Jersey and Philadelphia

The combined solution allowed Goodwill to realize increased performance in terms of both recovery time and recovery point. Using AWS and CPM, Goodwill can recover from an outage within moments—a far faster recovery time than a traditional on-premises backup and disaster recovery solution.

ABOUT CLOUD PROTECTION MANAGER BY N2WS

N2WS’s Cloud Protection Manager (CPM) is an enterprise-class solution built for the AWS cloud that provides full support for AWS services including Amazon EC2, Amazon EBS, Amazon RDS, Amazon Redshift, and Amazon Aurora. It allows you to automate, control and maintain the backup and recovery of your entire, multi-region, EC2 environment. Using CPM, you can reliably back up and instantly recover all types of critical EC2 instances (with snapshots or AMIs), EBS volumes, RDS databases and Redshift Clusters with associated configurations and recover individual files. With its flexible and scalable policy-based backup management, CPM enables you to easily set backup schedules, build DR plans between AWS regions and AWS accounts, create retention management policies to optimize snapshot costs, apply application consistent backup for mission-critical applications using Windows VSS or scripts.



“Cloud Protection Manager allows me to restore a server within moments of a data or a server failure,” says Yetter. “There’s no lost downtime because we’re able to turn servers on from a backup image almost immediately after a failure. When we ordered the Cloud Protection Manager software from the AWS Marketplace, we were able to spin it up and do an image and essentially enable the services within a couple of hours.”

To create backups with their previous on-premises solution, Goodwill needed to take their systems offline to complete backup operations. With AWS and CPM, Goodwill can stay up and running 100% of the time, even when backups are being created. CPM leverages AWS snapshots so that regular backups of production environments can be performed without downtime or maintenance windows. Because Cloud Protection Manager creates incremental backups, capturing only changes since the previous backup, it is a particularly efficient backup solution for a large enterprise such as Goodwill. The combination of no-maintenance windows and efficient backups enabled Goodwill to take more frequent backups of their systems and further minimize the risk of data loss.

The combined solution provides both the peace of mind necessary for a multi-location organization with many different services to manage and track, and the flexibility, scalability, and lower TCO of cloud-based backup solutions versus traditional physical servers stored and managed on-premises by IT teams.

“You can’t really put a price on peace of mind, and with a backup solution as proven as Cloud Protection Manager by N2WS, we’re backing up each one of our servers on an hourly basis, 24 hours a day.”

Briley James Letter
Director of Technology,
Goodwill Industries of Southern
New Jersey and Philadelphia

ABOUT AWS

For 11 years, Amazon Web Services has been the world’s most comprehensive and broadly adopted cloud platform. AWS offers over 100 fully featured services for compute, storage, databases, analytics, mobile, Internet of Things (IoT) and enterprise applications from 44 Availability Zones (AZs) across 16 geographic regions in the U.S., Australia, Brazil, China, Germany, Ireland, Japan, Korea, Singapore, and India. AWS services are trusted by more than a million active customers around the world – including the fastest growing startups, largest enterprises, and leading government agencies – to power their infrastructure, make them more agile, and lower costs. To learn more about AWS, visit <http://aws.amazon.com>.