

Experts In Hard Copy File Storage, CitiStorage Trusts BUMI (Backup My Info!) To Backup Their Own Important Data

“We keep track of four million boxes for a host of clients who depend on us to know where their data is. It’s absolutely critical that our database is up and functioning all the time. We trust BUMI to backup this critical database and more for us.”

*Louis Weiner
President
CitiStorage*

“With a managed service provider it is important to be able to get to a live person who is very knowledgeable. For firms without fulltime IT support, BUMI is the best thing that could happen.

If you don’t have the resources to keep up with your backups or your data is critical to your business, BUMI is the perfect solution.”

*Michael Nastashkin
Partner
SphereTech
(IT Consultant for CitiStorage)*

THE CHALLENGE

Most organizations generate volumes of documents and records and must find ways to retain this information. Storing and managing these documents can be space-prohibitive and extremely costly. CitiStorage, located in Brooklyn, NY, provides clients with dependable and cost-efficient records management solutions.

Just like other companies, CitiStorage needs to backup their own data. Several years back, they used a tape backup system as did many other organizations. However, when their major server failed and they needed to retrieve their data, CitiStorage discovered that their tape system, while backing up daily, was not producing viable tape backups. This could have been a disaster for a company whose large database changes every minute.

“We were very fortunate that our IT person was able to retrieve our data off of the bad server so at the end of day we did not lose any data,” says Louis Weiner, President of CitiStorage. “But this near-crisis proved to us that we needed redundancy in our own data retention system and we needed multiple ways of backing up our mission critical information.”

THE SOLUTION

“CitiStorage stores over four million boxes and 20 million indexed, barcoded files,” Weiner says. “We needed to be absolutely sure that our database was always working. It’s essential to our business that we know exactly what records we have and where everything is.”

Weiner says CitiStorage looked at several different data backup options, both outsourced and internal. “Most of the companies we spoke to just sold software solutions, leaving us on our own to manage it,” he said. Then he met with BUMI (Backup My Info!). “Their customer service impressed us from the onset,” Weiner says. “I liked the way BUMI handled our early meetings, making sure we were getting all our questions answered.”



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Another plus for CitiStorage was the fact that BUMI was located in New York City. "I like to deal with vendors that are local," Weiner says. "If you have a problem you can reach out and touch someone. Also, I didn't like that some of the other vendors we spoke to were franchise businesses. I liked that BUMI was an owner-run business, like us."

THE RESULTS

Soon BUMI was backing up all of CitiStorage's critical business data from their six servers, including their application software, records management data, accounting data, email, and everyday business files. CitiStorage also maintains their own tape backup system in addition to mirrored servers. "The whole experience taught us to be more attentive to what's critical to the business," Weiner says. "That's why we have multiple backup systems in place now."

Weiner feels secure knowing that BUMI is watching every backup every day. His team gets a daily email verifying the backup status and a phone call anytime it looks like a backup didn't run correctly. They also get a monthly update to confirm that the right data is being backed up. CitiStorage really appreciates the user friendliness of the BUMI service as they do not have an IT department onsite.

Michael Nastashkin of SphereTech has been an IT consultant servicing CitiStorage since 1999. He was there when CitiStorage almost lost their data and was part of the BUMI implementation. "I like the way the BUMI user interface works but it's their customer service that really sets them apart," Nastashkin says. "Their tech support has spent hours on the phone with us to help resolve a problem, even when the problem was on our side. With a managed service provider it is important to be able to get to a live person who is very knowledgeable. Sometimes it takes two pairs of eyes to figure out what went wrong. For firms without full time IT support, BUMI is the best thing that could happen. If you don't have the resources to keep up with your backups or your data is critical to your business, BUMI is the perfect solution."

CitiStorage's clients trust them to keep their data safe so they can run their businesses. CitiStorage trusts BUMI to do the same for them.



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