

Acronis Enables First Savings Mortgage to Maintain Business Continuity

Acronis Disaster Recovery Prevents a Disastrous Outcome When a Faulty Update Halts Production

ACRONIS DISASTER RECOVERY SERVICE RESOURCES

First Savings Mortgage uses Acronis Disaster Recovery Service Local Cloud Appliances, which allows it to combine the performance and security of local access with the scalability, reliability, and low cost of a geo-distributed replication.

The available Acronis Local Cloud Appliances have sufficient capacity to take the load of any of the First Savings Mortgage's physical or virtual servers. The data is also replicated to the Acronis Cloud Storage to provide business continuity in the case of a disaster. It allows the firm to run a production system directly from the cloud.

DISASTER RECOVERY EXPERIENCE

First Savings Mortgage performs regular system updates to keep operating systems and application software up to date. As a standard procedure, IT administrators run backups and take VM snapshots of every server prior to each update. This gives them an option to roll back to when something goes wrong and the system becomes inoperative. There are times, however, when these backups and VM snapshots also malfunction, creating potentially disastrous situations and causing data loss and unscheduled downtime.

First Savings Mortgage had the misfortune to experience it firsthand. During an update of the firm's main loan origination system — a four-server application deployment used by 95 percent of the organization for data entry, qualification underwriting, local closing, and other

INDUSTRY

Financial Services

BACKGROUND

First Savings Mortgage is a locally-owned, privately-held mortgage company serving the metropolitan Washington, DC area since 1989. The firm originates up to \$2 billion worth of loans every year, helping clients to achieve the dream of homeownership. First Savings Mortgage offers a full suite of loan products including Conventional, Jumbo, FHA, VA, Renovation Financing, Second Liens, Bridge Financing, and participates in the DC Open Doors program — a program that makes home ownership more attainable for qualified buyers in Washington DC. Licensed in Virginia, Maryland, Washington DC, Florida, Delaware, and North Carolina, First Savings Mortgage employs 45 licensed loan originators across three offices in Virginia, Maryland, and Washington DC.

PROTECTED RESOURCES

- Hybrid cloud environment
- 4 x VMware ESX hosts
- 30+ Virtual Machines, Microsoft® Windows®, and Linux servers
- SAN storage holding over 7.5TB of production-level data
- Microsoft® Office®, Microsoft® Exchange®, Loan origination, accounting, automation, and auditing systems.
- More than 170 users

services performed by the firm. The update damaged the system, because the software vendor failed to thoroughly test the patch before releasing it to the client base. The faulty patch affected the SQL database in such a way that it couldn't be rolled back and it was not exposed during internal testing. In addition, the system administrator realized that the VM that was hosting the database did not clone properly and could not be restored on a different server.

The decision was made to failover the damaged database server, together with the application server, web server, and a document preparation server that were part of the deployment, to the Acronis Local Cloud Appliances, using an hourly snapshot taken earlier. Within minutes all four servers were back online, giving users immediate access to the functional software. Once it was established that the Acronis Local Cloud Appliances were running properly functioning versions of the software, the Disaster Recovery VMs were migrated back to the VMware infrastructure and it was then promoted as a production system.

While the system was running in a Disaster Recovery mode, there was no performance degradation of other issues reported by the users. It was completely transparent and the First Savings Mortgage staff did not even realize that they were using Acronis Disaster Recovery service.

FAILOVER RTO

The switchover process took less than 15 minutes, including the time it took to make the decision and perform configuration changes specific to the application. Then it took up to two hours to migrate the four servers back into production environment, while serving data live at all times.

It was such a success that First Savings Mortgage also uses Acronis Disaster Recovery service as a replacement for its traditional backup. It makes it easy to restore individual files or folders when the need arises.

"We used to rely on a "disk to disk to tape" backup strategy for recovery purposes. Acronis provided us with the ability to perform single file restores and full server restores, all from the same system. We've adapted this as our preferred restoration point when the files go missing inadvertently. To be able to spin up a resource quickly and recover the data seems a bit easier than using our legacy backup system," said Dave Kausch, Senior Systems Administrator at First Savings Mortgage.

THE COST OF THE DOWNTIME

While it's difficult to place a dollar value on the cost of downtime, in this particular case, this disaster incident could potentially shut the business down.

Assessing the situation, Kausch said the downtime would have prevented the sales team from issuing new quotes or updating information for the existing clients. It would have prevented loans from being processed and underwritten, and brought the document exchange to a halt.

"Acronis Disaster Recovery is a recommended investment for any organization where downtime or data loss is not an option," concluded Kausch.

ABOUT ACRONIS

Acronis sets the standard for [cyber protection](#) and [hybrid cloud storage](#) through its innovative [backup](#), [anti-ransomware](#), [disaster recovery](#), [storage](#), and [enterprise file sync and share solutions](#). Enhanced by [AI-based Active Protection technology](#), [blockchain-based authentication](#) and a unique [hybrid-cloud architecture](#), Acronis protects all data in any environment, including physical, virtual, cloud, mobile workloads and applications.

[Founded in Singapore in 2003](#), today the company is trusted by more than 5 million consumers and 500,000 businesses worldwide, including [79 of the top 100 most valuable brands](#).