

# Texas credit union gets fast, easy backup.

First Basin saves time and money migrating to advanced Barracuda Backup.



## Letting legacy go

Brad Stillwell knew he needed to make a change. As the vice president of IT at First Basin, a prominent West Texas credit union, he's responsible for the reliable backup, security, and anytime accessibility of financial records for more than 25,000 customers.

But his inherited, tape-based backup system just wasn't cutting it. Without citing specifics, Stillwell says he wasn't happy with the older solution's sluggish performance, and the need for lots of manual support. So Stillwell was starting to look into replacement backup solutions.

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**Brad Stillwell**

Vice President of IT  
First Basin Credit Union

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## Profile

- Headquartered in Odessa, Texas
- Founded in 1965 and staffed with 100 employees
- Serving more than 25,000 customers across 17 counties in West Texas

## Challenges

- Replacing an underperforming tape-based backup solution
- Increasing replication, recovery, and overall performance times
- Reduce and prevent downtime for the growing organization

## Solutions

Barracuda Backup 690

## Results

- Reduced recovery times from days to under 30 minutes
- Reduced backup storage requirements by 30%

He saw an ad for Barracuda Backup on Google, and he responded by completing a short form. “I got a call back from Ty the same day,” he says, “and we scheduled a demo on short notice. For me that’s big—that the people I’m talking to are responsive and know what they’re talking about.”

The demo went well, says Stillwell. “It seemed easy and reliable, and did exactly what we needed.” Still, once he received his Barracuda Backup 690 appliance, he began the migration process with an older server holding non-critical data. “Barracuda support was a big help as we got it up and running.”

## A trial by fire

“Derek in Support was totally at our beck and call and worked out the kinks in a very hands-on way,” Stillwell says. The project “couldn’t have been easier” he said, so the team moved to backing up more critical files, including data stored on RAID arrays, Exchange servers, SQL databases, and more.

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The migration wasn’t a moment too soon. “One Tuesday night around that time, an important RAID array became corrupt,” says Stillwell. “One entire drive full of shared folders was just gone. With our old system, we’d have been looking at hours or days of work to get back up and running. Instead, we spent fifteen minutes re-partitioning the drive, and after that it took ten minutes to restore the missing files from Barracuda Backup. It was as easy as point-and-click—just incredibly intuitive to use—and the whole server recovery took twenty or thirty minutes.”



The most well-timed occasion on which Stillwell had to recover data from Barracuda Backup was very recent indeed. “As you know, we were originally scheduled to have this case-study interview call at one o’clock,” Stillwell told us. “Well, right at one o’clock our VoIP server went down. It took us forty minutes to restore it from Backup and get it working again, and that’s why we had to push the call back a bit.”

## Money in the bank

Since converting to Barracuda Backup, Stillwell says he has backed up nearly 5 terabytes of data. “I’d say we benefit most from the automatic replication, the granular recovery of individual emails, and the deduplication tool. That last one alone has probably cut our storage needs by thirty percent.”

“With the old tape system, we had a guy driving an hour each way to manually store and replace the backup tapes,” says Stillwell. “With Barracuda Backup, that’s no longer necessary, which means our replication window is much, much faster—and time, as you know, is money.”

Learn more about **Barracuda Backup**

[barracuda.com/products/backup](https://barracuda.com/products/backup)