



# Case Study: Cooperative Institute for Research in Environmental Sciences

**RAID Inc. Delivers StorageWatch® Remote Monitoring Service for Cooperative Institute for Research at the University of Colorado**

*Protects against unexpected outages that can disrupt important research activities 24 hours a day, 7 days a week*

## **About the Cooperative Institute for Research in Environmental Sciences at the University of Colorado**

The Cooperative Institute for research in Environmental Sciences (CIRES) is committed to collaboration, that is, to working with other environmental scientists, researchers, and educators as well as students, industry leaders, and policy and decision makers, to produce scientific results in service to society. Scientific discoveries, including identification of the "Nuclear Winter" theory, discovery of the Antarctic ozone hole, and detection of the disintegration of Antarctic ice shelves, produce extremely large amounts of data, data that must be protected in a successful storage infrastructure to further advance these revolutionary discoveries.

### **The Challenge**

The large data center at CIRES was lacking the administrative resources it needed to properly diagnose and administer the vast amount of equipment on site. The IT department found itself struggling with an insufficient IT staff and an overwhelming pool of storage requiring labor-intensive storage administration. CIRES came to RAID Inc. in search of a cost effective solution to service the data center and storage assets on a 24/7 basis.

**“With 24/7 monitoring of our data center, StorageWatch eliminates costly off hour surprises like hard drive failures and power outages.”**

*-Tom Priestley, Senior Systems Administrator*

### **The Solution**

RAID Inc. implemented their patent pending StorageWatch® service, ensuring maximum availability of the CIRES storage assets through proactive monitoring and administration. “With 24/7 monitoring of our data center, StorageWatch eliminates costly off hour surprises like hard drive failures and power outages,” said Tom Priestley, Senior Systems Administrator for the Cooperative Institute for Research in Environmental Sciences.

# Case Study: Cooperative Institute for Research in Environmental Sciences

“Our users don’t want us to simply rely on computer-generated alerts. StorageWatch brings human intelligence to diagnose and resolve issues in real time. With this critical software solution in place, we’ve moved from a reactive approach to a more hands on assurance that StorageWatch will always provide continuous, smooth system operation,” said Tom Priestley, Senior Systems Administrator.

Today, all components of CIRES’ data center are monitored for irregularities including; Storage Arrays, RAID engines, disk drives, power supplies, cooling, switches & fabric (all SAN devices) and backup devices. With this novel monitoring software in place, the university prevents downtime and frees up system administrator staff from time-consuming maintenance issues. If a “soft” drive failure occurs, the system administrator receives an early warning so that the issue can be resolved before it causes a true outage.

“With this critical software solution in place, we’ve moved from a reactive approach to a more hands on assurance that StorageWatch will always provide continuous, smooth system operation.”

## The Results

CIRES continues to utilize RAID’s StorageWatch service and has been a valued customer for the past six years. StorageWatch has given CIRES an insurance plan against unexpected outages that can disrupt important business activities, eliminates the need to dedicate IT personnel to monitor and manage their storage infrastructure, and frees them up to pursue other important business operations 24 hours a day, 7 days a week.

## About the University of Colorado at Boulder

CU-Boulder is a dynamic community of scholars and learners situated on one of the most spectacular college campuses in the country. As one of 34 U.S. public institutions belonging to the prestigious Association of American Universities – and the only member in the Rocky Mountain region – it has a proud tradition of academic excellence, with four Nobel laureates and more than 50 members of prestigious academic academies. CU-Boulder has blossomed in size and quality since it opened its doors in 1877 – attracting superb faculty, staff, and students and building strong programs in the sciences, engineering, business, law, arts, humanities, education, music, and many other disciplines. For more information visit [www.colorado.edu](http://www.colorado.edu).

**For more information, please visit RAID Incorporated at [www.raidinc.com](http://www.raidinc.com).**

A Consultative Approach to All Your Storage Needs

5 Branch Street, Methuen, MA 01844 Phone: 1-800-330-7335 Fax: 978-683-6656 [www.raidinc.com](http://www.raidinc.com)

©2008 RAID, Inc. All rights reserved. RAID and the RAID logo are trademarks or registered trademarks of RAID, Inc. in the United State and other countries. All other trademarks are the property of their respective owners. Information supplied by RAID, Inc. is believed to be accurate and reliable at the time of publication, but RAID, Inc. assumes no responsibility for any errors that may appear in this document. RAID, Inc. reserves the right, without notice, to make changes in product design, specifications and prices. Information is subject to change without notice.