



The Organization

City National Bank
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The Challenge

To strengthen community bank’s disaster recovery planning and data protection by reducing the potential for human error, expense and unreliability of tape backup system.

The SonicWALL Solution

City National Bank deployed SonicWALL’s Offsite Data Backup Service to replace its tape drive system. SonicWALL’s service provides continuous offsite protection that replicates data in real time to an offsite data center.

The Results

- Simplified data backup and recovery process makes it easier for small IT staff to support 10 branches.
- Restoring files now can be done remotely in a matter of minutes through an intuitive Web interface.
- Successfully replaced tape backup system with automated, real-time solution, which saves time and helps reduce the potential for human error.

Founded in 1973, City National Bank was founded by Charles L. Whigham, a prominent New Jersey businessman and community leader. Whigham saw a need for a financial institution in the Newark community that would provide access to credit and banking services to minorities who historically had limited access to such services. City National is now ranked by Black Enterprise as the third largest African-American owned and operated financial institution in the United States with more than \$400 million in assets.

While the bank is continually focused on providing its communities with the latest loans, mortgages and other banking services, City National Bank is also in the process of upgrading its technological capabilities and moving its operations into the 21st century. Following the devastation of Hurricane Katrina, the efforts of the bank’s small MIS department focused on enhancing its data protection and disaster recovery systems.

“Katrina was definitely the catalyst event that demonstrated the importance of a reliable data backup solution,” said Raul Oseguera, senior vice president, MIS department, City National Bank. “While Katrina did not impact us directly, we were deeply affected by the restoration problems from a sister bank in New Orleans. Its struggles helped us to realize that there were a million ways that we could lose information with our current backup process, and we were lucky to be able to restore data from our backup tapes.”

City National Bank used a tape drive system that required the MIS person to manually load and unload backup tapes every day. The tapes from each of the bank’s 10 branches were then picked up and stored in an off-site location. While the tapes were encrypted, the bank was worried about sending data from one location to another, and with the growing amount of data, it was taking longer and longer to back up the information. And even if information was properly backed up and survived transit, oftentimes, information from the tapes was irretrievable.

“Like most financial institutions, we are required to back up at least seven years of data,” Oseguera said. “We were using the tapes to back up everything, including all financial records, images and statements, reports, personal drives and network drives. There is a tremendous amount of information that we need to protect, and as we evaluated our backup efforts, we just became more and more uneasy with the tape backup system and our process that relied on people to switch tapes.”

The bank turned to SonicWALL Gold Partner, Delatush System, Inc. to help find a system that would automate the backup process and remove the potential for human error.



City National Bank

"The combination of a local CDP and offsite backup provided us immediate access to backup files, and restoring information was very easy. We have 10 branches, and I have only one IT person working for me. SonicWALL makes his life easier, and he no longer has to manage tapes and their associated problems."

—Raul Oseguera
SVP, MIS department
City National Bank

SonicWALL Benefits

- **Local continuous real-time data backup.** SonicWALL's Offsite service replicates data in real-time allowing bank IT to restore literally any file from any previous point in time.
- **Point-and-click data recovery.** SonicWALL enables administrators to be up and running quickly, eliminating the need to maintain tape libraries and manually search tapes.
- **Data Center.** SonicWALL's Data Center benefits, including UPS systems, earthquake, flood and redundant fire protection, provide City National with peace of mind protection.

Paul Delatush, founder of Delatush System, said "City National is growing, and as a result, so is the amount of information that needs to be backed up. Many organizations are moving away from the tape backup systems for a variety of reasons, including cost, reliability of tapes and the concern for having to rely on someone to switch tapes. In addition to automating the archive process, any solution we implemented needed to provide easy access to the data, so that information could be restored quickly. That's why I recommended SonicWALL."

After reviewing several offsite storage solution companies, the bank selected a hosted solution from SonicWALL, Inc.

"A critical part of our decision process in going with SonicWALL was our relationship with Paul," added Oseguera. "He has been a long-time, trusted partner, and he recommended the hosted solution. He understands our needs and has never steered us wrong. Because of that relationship, we knew we could trust SonicWALL for our backup and disaster recovery needs."

The SonicWALL Offsite Data Backup Service provides continuous offsite protection that replicates data in real time to an offsite data center. The hosted service automatically receives mission-critical data from a local CDP series device and stores the latest version. In the event that recovery through the local CDP device is not feasible, City National MIS administrators can gain instant access to the hosted service's point and click data recovery through an intuitive Web interface using a secure, confidential encryption key. From the Web, administrators can quickly restore and recover files without having to drive to an offsite location, find the correct tape, drive back and search the tape.

"The combination of a local CDP and offsite backup provided us immediate access to backup files, and restoring information was very easy," said Oseguera. "Information was getting backed up, and I was assured of that. We have 10 branches, and I have only one IT person working for me. SonicWALL makes his life easier, and he no longer has to manage tapes and their associated problems."

To support the bank's growth, including the escalating amounts of data, City National recently added a second T-1 line and is now in the process of moving the entire backup system on-site.

"The hosted service met our needs and allowed us to see how SonicWALL's CDP services and solutions work," commented Oseguera. "We are comfortable with the solutions and with Paul's help will be able to set up a backup and recovery system using SonicWALL appliances that will deliver the same peace of mind that SonicWALL's hosted service provided. We no longer have to rely on tapes or anyone to swap tapes, and knowing that the information is backed up, makes me feel a lot better."

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