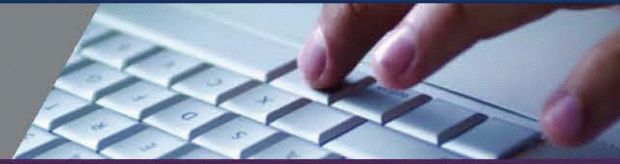


Iron Mountain Cures Data Protection Problems



“With LiveVault® and Connected®, we have peace of mind”
– Donna Falcetti, Director of Operations, RXi Pharmaceuticals

CUSTOMER: RXi Pharmaceuticals, Worcester, MA

BUSINESS: Biopharmaceuticals using RNA interference (RNAi) to treat human diseases

CHALLENGE: Ensuring business and research data is backed up, offsite, and recoverable

PRODUCTS: Connected® Backup for PC, LiveVault®



Good Medicine

RXi Pharmaceuticals (www.rxipharma.com) is a small biopharmaceutical company that develops and commercializes proprietary therapeutics based on RNA interference (RNAi) technology. RNAi is a natural process that may “turn off” genes that lead to diseases such as cancer, metabolic disease, and chronic severe inflammatory diseases, such as rheumatoid arthritis. RXi’s rxRNA™ compounds are very active and potent, in addition to being readily manufactured. The founders of RXi include Dr. Craig Mello, recipient of the 2006 Nobel Prize for Medicine for his co-discovery of RNAi.

As is often true for startups, many of RXi’s employees work remotely from various locations in the United States. In addition, employees travel frequently to conduct presentations at scientific and business conferences, to consult with researchers and potential customers, and to meet with financial backers.

Self Treatment

While RXi is enjoying success in developing treatments for human diseases, the company faces IT challenges common to many small businesses. Small and medium-sized enterprises have many advantages in business, because they can make decisions rapidly and operate with a low overhead. Unfortunately, that low overhead comes at the expense of doing without the in-house IT expertise that large enterprises enjoy. As a result, small businesses may not have the in-house proficiency or

staff necessary to configure, maintain, and troubleshoot their network and computers. “We don’t have our own full-time IT person,” notes Donna Falcetti, Director of Operations for RXi.

To make matters worse, small businesses must satisfy the same kinds of business and regulatory demands that large enterprises do. For example, RXi has proprietary research information it must safeguard. As a biopharmaceutical company, RXi must also comply with federal mandates to retain certain kinds of data for many years. In addition, RXi, along with many other companies, has to comply with a new Massachusetts law that requires protecting certain personal information by encryption. Such requirements can put a strain on the already slender resources of a small company.

Finding a Cure

One of the primary challenges that RXi faced was backing up its data servers. These servers hold a shared file system that contains valuable experimental data, legal contracts, and all the data essential for day-to-day business operations. “We didn’t want to deal with tape backup,” says Falcetti, largely because RXi has no in-house IT staff to properly administer a tape backup system. RXi had been backing up to an external hard drive. However, they recognized that, since the external hard drive was in the same location as the servers, this was not a dependable solution in the event of a disaster.

For RXi, a server backup solution had to have several features. Cost was one factor, but so was reliability of backups and any recovery that might become necessary. Because they have no IT staff, ease of installation, configuration, and management was also essential. The possibility of off-site backup was also attractive, for disaster recovery purposes.

“People don’t have to remember to back up their computers anymore,” says Falcetti.

Falcetti learned about online backup from a colleague, and asked RXi’s IT consultant to investigate this possibility. The consultant suggested Iron Mountain’s LiveVault® online backup and restore solution for servers. After evaluation, RXi Pharmaceuticals implemented LiveVault in November 2008.

“Our consultant installed LiveVault on the servers himself,” Falcetti reports. LiveVault provides fully automated, “hands-free” off-site storage and guaranteed recovery, which fits well with RXi’s desire to minimize IT involvement.

LiveVault is also easy to administer. “We like that LiveVault gives us good information, alerting us about anything that needs attention,” says Falcetti. While RXi hasn’t needed to perform any real data restores, practice restores worked perfectly and smoothly. The option to retain backed-up data for several years is helpful when planning compliance with federal regulations.

On the Mend

Server backup was not the only issue that RXi faced. They were also concerned about backing up their PCs, especially for employees who work remotely or who travel with laptops. Employees have valuable data on their personal computers, and any loss of that data could affect the company adversely. “At my last job, my laptop crashed, and we lost three months of information. I know how important backup is,” Falcetti explains.

RXi’s original approach to backup was to depend on users to synchronize to the server. However, this approach had several drawbacks. For example, backing up to the server consumes both server space and network bandwidth unnecessarily. “We had problems synchronizing properly,” Falcetti observes. Moreover, relying on users to initiate backup is undependable, making it unlikely that backups are fresh and available for restore, if necessary. Finally, backup from remote or traveling users was difficult to perform online.

Taking the Cure

To handle backup for more than two dozen PCs, RXi chose another Iron Mountain product, Connected® Backup. The Connected solution backs up desktops and laptops online to Iron Mountain’s secure data centers, saving space on the server. In addition, Iron Mountain’s patented technologies reduce the volume of backed-up data by up to 85 percent. For example, Delta Block® sends only the changed data in files, and SendOnce® eliminates duplicate files by saving each file only once. These patented technologies reduce the backup time for all users, and make backup fast even for remote and traveling users.

The Connected solution runs automatically, in the background, whenever users connect to the Internet. No user interaction is necessary. “People don’t have to remember to back up their computers anymore,” says Falcetti. Computers also start up and shut down faster, because synchronization with the server isn’t necessary.

Falcetti also appreciates that all backed up data is encrypted. “The improvement in our security is significant, especially for compliance with state and federal regulations,” she says.

Conclusion

The combination of Connected Backup for PC and LiveVault simplifies backup for RXi Pharmaceuticals, and provides the data protection necessary for both business operations and regulatory compliance. “With LiveVault and Connection, we have peace of mind knowing our data is safe,” says Falcetti.



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