



## FILE COLLABORATION FOR MORE THAN 30 LOCATIONS

### PROJECT PROFILE

#### PEER SOFTWARE SOLUTION

PeerLink®

#### CUSTOMER'S PLATFORM

Windows server

#### LOCATIONS

30+ locations throughout Upper Austria, Tyrol and Salzburg that support 77 branch offices, 2 data center and over 470 total users

#### INDUSTRY

Tourism, IT Services

#### CHALLENGES BEFORE PEERLINK

Distributed remote branch offices with low bandwidth needed fast access to a various types of files (e.g. Indesign, Illsutrator ...)

#### KEY BENEFITS THROUGH PEERLINK

Faster performance for all branch offices and no data loss or file corruption anylonger

### THE CHALLENGE

As one of the world's most visited countries, tourism in Austria has evolved into a large, sophisticated business. Generating an estimated economic benefit of nearly €18 billion in 2012 alone, tourism contributes greatly to the overall employment and the quality of life that Austrians enjoy and proudly share with their visitors.

While the role of The national Upper Austrian tourist board is to develop brand and promotional strategies along with marketing materials and with the strong focus on the visitor, TTG is tasked with providing the IT services, infrastructure and expertise needed to power online strategies and associated services utilized by the tourism industry in that region. This includes websites, the relational database TOURDATA, email, data storage systems, software, servers and collaboration platforms all backed by Service Level Agreements (SLAs).

"Over the years TTG has implemented a very stable infrastructure that is highly rated by our customers," stated Peter Szelegowitz, TTG's head of data processing center. "We are proud of our reputation and regularly exceed our SLAs thanks to our goal of no downtime."

TTG was migrating PC users to a normal OS install, and due to the decentralized approach wanted to store user data and commonly shared files on servers at local destinations for fast access.

These files were associated with a variety of applications and formats including Microsoft Office, Adobe Photoshop, Adobe InDesign, Adobe Illustrator, Adobe PDF and multimedia files for video, animations and photo art.

Additionally, TTG wanted to support file sharing and collaboration amongst designers, writers and editors that develop and maintain marketing materials to ensure that the current versions of marketing collateral and media were automatically maintained at each office location.

At first TTG tried to utilize Microsoft DFSR supplemented with an internally developed file locking utility, but continuously ran into performance problems caused by power users attempting to replicate large volumes of data and unstable Internet connections at remote locations triggering system crashes that led to lost data and unhappy users.

Next TTG implemented a cloud-based solution that did not have the performance of a system that distributed and synced files at each location. According to Szelegowitz, "We quickly discovered problems trying to share and copy large multimedia files from a central location, especially with tourism destinations that were far into the country and still do not have fast Internet connections. These locations were at a disadvantage when they needed to interact eg. with their local press agencies and partners and could not quickly access to the latest promotional and business materials."

TTG continued to research solutions and discovered PeerLink from Peer Software. Powered by DFSR+® technology, PeerLink had the specifications they were looking for including:

## KEY FEATURES

- Intelligent connection check with file conflict resolution to manage network outages
- Software-based solution that utilizes existing Windows servers – no additional hardware was required
- Byte-level replication that minimizes WAN utilization

- Real-time synchronization to keep files up-to-date at each location
- Distributed file locking to maintain version integrity while files are being edited



More than 37 million visitors travelled to Austria in 2014. TTG is tasked with providing the IT services for The national Upper Austrian tourist board.

## RESULTS

After a quick initial installation and some consultations with Peer's office in Munich, TTG was up and running.

"All of our destinations, including those in remote locations now enjoy faster performance and do not experience the data loss and file corruption that they used to encounter," added Szelegowitz. "We also appreciate working with Peer's support team in Munich and in the United States. They have been very responsive to our questions and are very knowledgeable."

*Peter Szelegowitz, Datacenter Director  
TTG, took his time to talk with us about  
TTG's experience with PeerLink®.  
Thank you for this very nice talk, Peter!*



## ABOUT US

Peer Software develops data management solutions addressing the unique challenges related to data backup, replication and collaboration in a WAN environment since 1993.

### US OFFICE

P +1 703 763 7700  
F +1 703 763 7705

### EMEA OFFICE

P +49 89 3090593 -22  
F +49 89 3090593 -11