

# FIREMAN'S FUND INSURANCE COMPANY

M2 gives Fireman's Fund "license to get on with it<sup>SM</sup>"

Exabyte  
success story

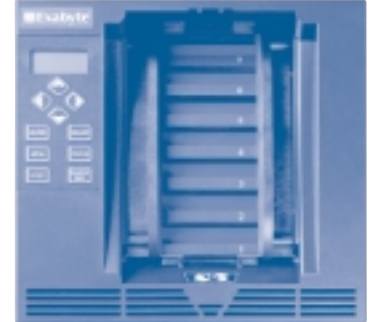
With assets of \$13.5 billion, Fireman's Fund Insurance Company cannot afford to take risks with its customers' valuable data. Whether it's underwriting the latest Oscar-winning movie or major sporting event or insuring unique, high-value homes, Fireman's Fund offers state-of-the-art insurance products to meet its customers' needs. As part of its efforts to stay on the cutting edge, Fireman's Fund conducts regular product evaluations to certify only the most superior products for use. Recently, after extensive testing on three competing tape drives, Exabyte's M2™ (Mammoth-2) was proven far superior in speed, capacity, reliability and ease of use. Keith Marks, senior systems engineer, said, "I found the M2 significantly outperformed the DLT 7000 and was notably better than the AIT-2. At this time, M2 is the one I am going to certify."

From the company's humble beginnings 137 years ago, the people at Fireman's Fund have viewed responsibility to their customers as a very serious matter, and it shows. Last year, the company received a 97 percent satisfaction rating from the people and businesses it serves. That's why Marks relies on MammothTape™ technology to safeguard a wide variety of business and customer data distributed across more than 600 servers nationwide. Marks knows that keeping data backed up and available ensures the company's ability to meet its responsibility to its customers. For him, that means identifying the best products available to make sure 10,000 PCs, workstations and laptops stay connected and secure.

The Exabyte EZ17 tape library

420 GB native capacity  
(1 TB compressed\*)

43 GB/hr native throughput  
(108 GB/hr compressed\*)



## M2 proves the best tape drive for the job

Marks has been using Exabyte products for many years and recently began purchasing Exabyte EZ17 tape autoloaders with Mammoth tape drives. He now has a number of EZ17s and Mammoths, plus the M2 tape drive he just certified. Throughout his testing, Marks was impressed with two automatic features of the M2 that save him time. One was the automatic cleaning feature of M2's AME SmartClean™ media which eliminates the need for a separate cleaning cartridge, as well as the additional time required to clean the drive manually. He added, "I really appreciate the fact that while you're writing, the system automatically verifies the data, so you don't have to run through a separate verify operation." The M2 tape drive actually performs a read-after-write check to determine if any data blocks need to be rewritten and takes care of it automatically.



A company of the Allianz Group

\* Compressed specifications assume a 2.5:1 compression ratio with M2. Compression, capacity and throughput will vary depending on type of data and system configuration.

## Exabyte products easy to use

From an operations perspective, Christopher Coller, systems administrator, said his experience with Exabyte's EZ17 and Mammoth tape drives has been worry-free. Coller works in the common server room at Fireman's Fund where 166 servers are centrally located. He said, "I, of course, like the speed—the Mammoth drives are faster than any other tape drives we have used. And, to me, a good tape drive is one I don't ever have to mess with. I just want to plug it in and have it work, and that has been my experience with Exabyte's Mammoth drives. I don't have to worry about babysitting them, which is important to me since I am frequently called away to fight fires." Coller also appreciates the compact size of the EZ17 autoloader, which is the size of a small toaster oven and fits easily on top of a server. He is looking forward to replacing some of his DDS drives with additional EZ17s and M2 tape drives.

## Support and service excellent as well

Marks said the MammothTape technology solution is far superior to anything else on the market today for enterprise-level, business-critical reliability. "I have always had good experience with Exabyte products and anticipate buying many more. As an added bonus, whenever I have needed any technical support or advice, it has been a pleasure to work with Exabyte employees." Exabyte's EZ17 autoloaders with Mammoth and M2 tape drives give Marks and Coller the confidence they need to know they are helping Fireman's Fund be responsive to its customers. And, that's serious business. For the best in performance and quality, choose MammothTape technology.



## Exabyte products used

Mammoth, M-2, EZ17

## Products used for

Backup/restore, disaster recovery

## Operating system

Windows NT

## Application software

Veritas Backup Exec

## Number of servers

600

## Number of workstations

10,000

## Type of data

All types, average 36 GB/server

Exabyte Corporation  
1685 38th Street  
Boulder, CO 80301 USA  
(303) 442-4333  
[www.exabyte.com](http://www.exabyte.com)  
[sales@exabyte.com](mailto:sales@exabyte.com)  
[www.m2wins.com](http://www.m2wins.com)  
[www.mammothtape.com](http://www.mammothtape.com)

End-User/Product Info: 1-800-EXABYTE  
Reseller Sales Support: 1-800-774-7172  
Technical Support: 1-800-445-7736  
Worldwide: (303) 417-7792  
Government Sales: 1-800-292-4688  
Asia Pacific: (65) 271 6331  
Australia: (612) 9436 4977  
Japan: (813) 323 72831  
[www.exabyte-asiapacific.com](http://www.exabyte-asiapacific.com)  
[asiaexb@exabyte.com](mailto:asiaexb@exabyte.com)

Latin America: (303) 417-5700  
Argentina: 001-800-200-1111  
at the tone dial 1-800-982-6369  
Brazil: 000 811 728 0552  
Chile: 1230 020 2007  
Mexico: 95 800 887 6745

## Europe:

France: +33 (0)1 69353340  
Germany: +49 (0)6103 90960  
Netherlands: +31 (0)30 2548800  
UK: +44 (0)1608 646888  
[www.exabyte-europe.com](http://www.exabyte-europe.com)  
[europe-info@exabyte.com](mailto:europe-info@exabyte.com)

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\* Assumes 2.5:1 compression ratio with M2 tape drives

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