



## **CitiFinancial Bolsters Disaster Recovery Strategy and Slices System Administrator Costs With Raxco Software's RepairDisk Manager**

CitiFinancial, with more than 2,400 offices in the United States and Canada providing home improvement loans, bill consolidation loans, college funding, and more, is the financial arm of the global financial services giant Citigroup. CitiFinancial's Investment Recovery Division works to recover loans that have not been repaid.

Earlier this year, the Investment Recovery Division of CitiFinancial began deployment of Computer Associates' Unicenter TNG. Unicenter TNG allowed the Investment Recovery Division to quickly deploy operating system service packs and software applications updates to all the division's servers and workstations. Putting the operating system service packs and new software on the computers often resulted in the computers malfunctioning and in need of restoration.

Microsoft recommends the creation of emergency repair disks (ERDs) whenever a significant change is made to the hardware or software in a Windows NT/2000 system. Typically, this can only be accomplished as a manual process that is extremely time-consuming for an enterprise. It requires Microsoft's RDISK (for Windows NT) or Backup (for Windows 2000) utilities to be run on each computer, and a separate disk used and maintained for each computer. This is prohibitively time and resource intensive for even a small business.

CitiFinancial turned to Raxco Software's RepairDisk Manager™ to address the problems associated with ERDs. With RepairDisk Manager, CitiFinancial has been able to automate its emergency repair disk management procedures and save hours of system administrator time restoring computers in its Investment Recovery Division.

CitiFinancial's systems group knew that a damaged computer could take hours to restore to its previous working state. With remote machines particularly difficult to manage and restore, and with new software updates (e.g. NT service packs, Internet Explorer service packs) becoming more frequent, the problem was growing worse. "With new remote deployment management software we recently deployed, updates to our computers in our office increased, and with them our problems with new versions and service packs," said Ed Hermann, systems analyst at CitiFinancial. "We knew we needed to maintain updated

ERDs to avert disaster. But manually creating ERDs just takes too much time to do on a regular basis. RepairDisk Manager provides an extremely easy way to automate ERD management, including scheduling ERD creation of remote machines and fast recovery procedures,” he said.

Besides enhancing CitiFinancial’s overall disaster recovery strategy, Hermann also sees RepairDisk Manager as a huge time saver. “Without up-to-date emergency repair disks, you’re looking at probably three hours to restore the operating system on a computer, and even more time to restore all the software programs,” he said. Hermann also noted that RepairDisk Manager is very easy to use and simple to learn. “The implementation time was minimal.”

###

### *RepairDisk Manager*

Raxco Software’s RepairDisk Manager provides an automated, easy-to-use method to regularly capture the repair disk information necessary to restore Windows NT and Windows 2000 systems. This provides the protection needed to recover quickly from disaster and restore mission-critical servers and workstations so business continues running and employees remain productive. And since the repair disk information is stored online in a central location, there is no need to worry about maintaining and labeling floppy disks for every computer. RepairDisk Manager delivers:

- fast disaster recovery
- reduced downtime
- improved productivity
- reduced costs.

### *About Raxco Software*

Raxco Software is a leading software engineering company that has been offering system utilities for more than 20 years. Its PerfectDisk 2000 is Windows 2000-certified and optimized for Windows XP. Raxco also makes other products for Windows operating systems and suites of utilities for Compaq Computer’s OpenVMS operating system. Raxco Software can be found on the Web at [www.raxco.com](http://www.raxco.com).

### *About CitiFinancial*

CitiFinancial provides community-based lending services through a strong branch network system. Decisions are made locally by CitiFinancial team members who live and work in the locations they serve. This on-the-ground, face-to-face customer interaction gives CitiFinancial a unique competitive advantage, allowing it to best determine each client’s needs. CitiFinancial’s loan services include real estate-secured loans, unsecured and partially secured personal loans, and loans to finance consumer goods. For additional company information, visit the company’s Web site at [www.citifinancial.com](http://www.citifinancial.com).