

White Paper: Symantec NetBackup Appliances

Symantec NetBackup Appliances

Mastering Backup and Restoration



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The data challenges facing businesses

Protecting customer and organisational data is a critical priority for chief information officers (CIOs) in Australia and worldwide. A business that irretrievably loses data can badly damage its own reputation, and that of other companies that may rely on its records. That business can also experience heavy financial losses and fines from regulators if records relating to customer purchases or personal details go missing. In addition, the CIO or IT team may face uncomfortable questions from executives and directors about weaknesses in the organisation's governance strategies.

Losing data is not the only problem. The inability to restore data quickly can force staff to work with outdated information, or delay the completion of valuable tasks. This drains productivity and can cause reputational damage if a response to a customer request is delayed or compromised.

Backing up and restoring data within agreed times is a basic requirement for IT departments. However, a number of factors are combining to complicate this task. First, ongoing economic uncertainty is prompting organisations to reduce costs, minimising their ability to invest in backup technologies. Second, rampant data growth is straining the capacity and performance of storage, management and backup architectures. Third, the increasing requirement for business systems to operate 24 hours-a-day is dramatically shrinking backup windows. Finally, many businesses run multiple backup systems – some of which require expert knowledge to undertake even basic administration tasks – driving up risk and overheads. In extreme cases, IT staff may not know if backups are completing successfully.

Traditional backup systems and processes are not equipped to meet the data challenges facing businesses today – much less into the future.

Effective backup strategies are critical

At Symantec, we believe a crucial step towards addressing these challenges is to establish a backup strategy that minimises the risk of data loss and ensures information is available to the business whenever it is needed. IT divisions should enshrine these fundamentals in service-level agreements to ensure accountability to the rest of the business.

A backup strategy should also cover how the business intends to achieve these objectives while lowering costs and minimising the drain on IT resources. This includes the company's expectations of backup technology vendors and their products.

In formulating a strategy, businesses should address questions such as:

- Are we still running outdated backup technologies?
- Are we utilising the full functionality of our backup systems?
- Does our IT environment incorporate backup products from different vendors?
- Do our current backup applications support the entire IT environment or only parts of it?
- Do we regularly update our backup applications?
- Do our backups impose unnecessary loads on our network, servers and other components of our IT infrastructure?
- What is the product roadmap of our backup vendor(s)? Does it align with our business expectations?



A backup strategy should not be static. Rather, it should establish a platform for a business to deliver continuous improvement through faster backup and restore features, easier management, lower operating expenditure, reduced complexity and delayed capital investment. These will in turn support greater business competitiveness.

Modernising backup makes good business sense

Analyst firm Forrester Research argues¹ that businesses must implement a range of measures 'to bring backup out of the dark ages'. These include:

- Adopting disk-based backup
- Eliminating multiple point products to solve individual backup challenges
- Selecting a backup application that supports an entire IT environment
- Applying backup application updates to remain current
- Using advanced backup agents with application awareness
- Employing cloud recovery and storage services to fill gaps in existing disaster recovery strategies and ensure long-term data retention.

Why a Symantec NetBackup appliance?

Backup appliances can help businesses meet their short- and long-term data backup and restoration targets, while minimising expenditure and resource demands. Symantec NetBackup appliances can be deployed faster than point solutions or build-your-own backup and restore systems. They can also lower capital costs, reduce risk, minimise planned and unplanned downtime, boost staff efficiencies and enhance service levels.

In addition, Symantec NetBackup appliances can deliver operating cost savings across the product lifecycle – acquisition, installation and integration, system administration, software and hardware upgrades, and support and maintenance².

Symantec NetBackup appliances use enterprise-grade hardware, including RAID 6 disk storage; hardware monitoring and a 'phone home' feature; and redundant fans and power supplies. They also integrate closely with Symantec NetBackup data recovery software, which – through Symantec V-Ray – offers visibility into, and intelligent backup of, virtual machines.

By acquiring Symantec NetBackup appliances, businesses can:

- Simplify storage administration. Symantec provides software, hardware, service and support, offering a single point of contact for all support requests.
 Administrators can manage their NetBackup appliances – locally and at remote sites, as well as cloud services – from a single gateway.
- Solve backup problems quickly. NetBackup appliances come pre-installed with data protection software, and can be ready to use in about 30 minutes.
- Back up more data. Some NetBackup appliances use data deduplication to
 considerably reduce the volume of information that traverses the network and
 resides on storage arrays. NetBackup appliance starts at 4TB of deduplication
 storage ideal for remote offices or branches and can be used to access up to
 192TB of deduplication storage.



¹Rachel Dines, 'Selecting an Enterprise Backup Solution', Forrester Research, September 2010 ²Phil Wandrei, 'Realizing OpEx Savings with Symantec Backup Appliances', http://www.symantec.com/connect/blogs/realizing-opex-savings-symantec-backup-appliances

- Use resources more efficiently. Symantec NetBackup appliances can reduce the size of backups by up to 50 times and cut network bandwidth utilisation by 99 per cent. They can deduplicate data close to the source or at the media server to minimise CPU load, throughput and memory utilisation.
- Protect data wherever it is located. Symantec NetBackup appliances can back up
 data and applications running in VMware or Microsoft Hyper-V virtual machines.
 They can encrypt data in storage and in motion across a network or computer
 memory.
- Deploy disaster recovery capabilities. Symantec NetBackup appliances can
 automatically transfer data to tape, replicate images to other sites and provide
 access to cloud storage. Businesses can use appliances as media servers in large
 data centres to stream backups to a global deduplication pool using fibre channel
 or Ethernet. Symantec appliances also support automated image replication.

A Symantec NetBackup appliance can help your business meet its current and future backup and restore challenges. These include lowering costs, managing large and growing data volumes, centralising management and reducing network throughput.

Customer case studies

Xchanging

London-headquartered global business processing firm Xchanging is standardising on NetBackup Appliances and Veritas Storage Foundation storage management technology from Symantec.

The company has a multinational customer base in 42 countries and employs more than 8,000 staff. It needs to support critical high-performance and high-volume business applications with the resilience and capability expected of world-class IT services.

To attract some of the world's leading financial services providers and customers in other sectors, Xchanging has acquired a diverse array of technology over the years. This has forced the company to juggle multiple backup systems that have increased costs, complexity and pressure on reliability.

The company has deployed a backup system with built-in deduplication based on Symantec NetBackup 5000 series appliances. It implemented these systems into production in minutes. They have since delivered deduplication rates of 90 percent, reduced administration to a minimum and cut tape media costs by 60 percent.

PerkinElmer Inc.

PerkinElmer provides environmental monitoring, food quality and life science services. Over the past decade, the company has built a presence in 150 countries. PerkinElmer operates four major data centres to support this distributed presence. The business was relying on multiple systems to back up data across this environment.

"We had a combination of Solstice Backup, CA ARCserve, Microsoft Windows Backup and Symantec Backup Exec for our different environments, but we had no idea if they were all finishing, or whether they were successful," said Albert Chin, Network Engineer for PerkinElmer.

"We were using Symantec technologies such as Symantec NetBackup and Symantec Backup Exec across the estate, and we were impressed by their functionality and the product roadmap Symantec presented to us,"

– Terry Fenn, Implementation Design Manager, Xchanging

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To resolve these problems, the company looked for a platform that could centralise and standardise backup management and performance across its global operations. Also, because 75 per cent of PerkinElmer's servers were virtualised, the company needed a system that would manage backups across physical and virtual environments.

PerkinElmer decided to deploy Symantec NetBackup 7 on existing hardware in its data centre, and Symantec NetBackup 5000 appliances to provide hardware deduplication and storage for its remote offices.

The appliances were easy to deploy and gave the IT team the ability to perform disk-to-disk replication. The combined solution has cut VMware backup times in half and given PerkinElmer the ability to understand the status of its data protection around the world. The company now expects to save US\$400,000 over three years on backup hardware and media.

Contact Us

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