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## Success Story

# Kerzner International Keeps Its Properties Running with Robust Backup, DR

**kerzner™**

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### KEY HIGHLIGHTS

#### Industry

Travel and entertainment

#### The challenge

IT couldn't guarantee prompt, efficient restores to the business.

#### The solution

Centralize backups, speed restores by combining SyncSort with NetApp storage.

#### Benefits

- Reduced restores from three days to one hour
- Eliminated tape-based backups in remote sites
- Moved one full-time engineer from backup troubleshooting to higher-level IT activities
- Postponed the purchase of extra disk capacity for backups despite growth in production data

### CUSTOMER PROFILE

Those familiar with the Atlantis luxury resorts in locales like the Bahamas and Dubai might recognize the company behind Atlantis: Plantation, Florida-based Kerzner International. Kerzner has become a leading international developer and operator of destination resorts, casinos, and luxury hotels. The company's domain has expanded to include six luxury resort hotels operated under the One&Only brand in areas such as Mexico, Mauritius, and the Maldives.

### THE CHALLENGE

#### IT couldn't guarantee prompt, efficient restores to the business

Jason Bourque, Kerzner's director of Enterprise Systems, knew it was past time to resolve the company's data protection woes. A variety of ongoing issues had prevented his team from completing successful backups to Kerzner's HP SAN.

The Florida headquarters had experienced ongoing backup failures, significant errors, and slow-moving tape-based restores, while employees at Kerzner's remote properties complained about tape backups taking "half the day" and needing too many tapes.

Adding hurricanes to the equation, Bourque's general uneasiness about his backups increased. When a hurricane

threatened Kerzner's Mexico resort, Bourque recalled learning that the resort's backup tapes had become unusable after a worker brought them through airport security.

Says Bourque, "In a situation where the business might make a request for information or recovery, we just never felt 100% comfortable in our ability to give it to them." Bourque and his team began exploring how to "leverage disk-based storage to fix our backup problems." It would involve a complete backup/recovery overhaul on both the software and storage sides.

### THE SOLUTION

#### Centralize backups, speed restores by combining SyncSort with NetApp storage

Kerzner first explored moving to SyncSort Backup Express software. At the advice of Kerzner's trusted systems integrator, Sirius Computer Solutions, Bourque and his team also met with NetApp, which ultimately became a short-listed vendor with EMC. Bourque heard about how easily SyncSort's Backup Express software could be used to manage NetApp's efficient, disk-based SnapVault® backups on its FAS systems. He also learned how SyncSort worked with NetApp® Open Systems SnapVault (OSSV) technology. EMC had no such integration with SyncSort.

Bourque's subsequent test results in a Kerzner lab confirmed the dramatic backup improvement he could gain with the SyncSort/NetApp solution. A Sirius technical consultant then helped Bourque's team design and implement a solution that would address both the company's immediate needs and its projected future growth requirements.

Today, a NetApp FAS3070 storage cluster supports over 200 servers and replicated backup data at Kerzner's headquarters. NetApp FAS3040s reside at the larger properties, with FAS3020s at the boutique properties. The remote NetApp systems have allowed Bourque to completely eliminate tape and consolidate Kerzner's file server data. SyncSort Backup Express manages the NetApp SnapVault/OSSV backup processes for hundreds of servers around the world, with each site's backup data routinely replicated via NetApp SnapMirror® to Kerzner's central NetApp system in Florida. For fast recovery, four to six weeks of local backup data resides on the NetApp systems. To reduce the need for backup agents in each virtual machine, Kerzner's VMware® environment also uses NetApp SnapManager® for Virtual Infrastructure. NetApp deduplication technology is applied to keep the growing backup data at a consistent level.

## BUSINESS BENEFITS

### Reduced SQL Server database restores from three days to one hour

"Our biggest challenge had been restoring SQL® databases. We'd often get requests from our developer group wanting a SQL restore," Bourque notes. "By the time we catalogued the server, catalogued the tape,

and figured out whether or not the restore was even going to work, it could turn into a three-day process. Now, we get it done in an hour." Bourque maintains that the time savings have not only boosted internal satisfaction but are also impacting Kerzner's bottom line. "We have a lot of large projects underway. Quick turnaround on these requests means they can get them done more efficiently," he says. Similarly, trouble-fraught backups for Kerzner's largest data sets used to take days, but now complete in just a few hours.

### Moved one full-time engineer from backup troubleshooting to higher-level IT activities

Since implementing SyncSort with NetApp, Bourque notes Kerzner has shifted the responsibilities of its one full-time backup engineer from monitoring backups to other more strategic IT activities. This has been a welcome improvement given Kerzner's lean IT staff.

### Used deduplication to postpone the purchase of additional disk capacity for backup data

Bourque has been especially happy with NetApp's deduplication functionality, which has reduced the physical space needed to store backup data by 70% or more, even while the production data continues to grow in size. Disk space reclaimed through deduplication has since allowed Kerzner to maintain a "holding pattern" in its disk storage capacity needs, despite the fact that its data continues growing at a 20% annual rate. "Thanks to deduplication, we don't have to worry so much as we used to about managing our growth rates," says Bourque.

NetApp creates innovative storage and data management solutions that accelerate business breakthroughs and deliver outstanding cost efficiency. Discover our passion for helping companies around the world go further, faster at [www.netapp.com](http://www.netapp.com).

## SOLUTION COMPONENTS

### NetApp products

NetApp FAS3070, FAS3040, FAS3020, and FAS270 cluster storage systems

NetApp SnapVault and Open Systems SnapVault

NetApp SnapMirror

NetApp Snapshot™

SnapDrive® for Microsoft® Windows®

SnapManager for Microsoft Exchange

SnapManager for Microsoft SQL Server

SnapManager for Virtual Infrastructure

NetApp deduplication

RAID-DP®

### Protocols

NAS (CIFS and NFS), IP SAN (iSCSI), FC SAN

### Environment

Applications: SyncSort Backup Express, SQL Server 2000/2003, Microsoft Exchange 2003, Oracle®/Oracle RAC 10g, various hotel-management applications, VMware, Citrix

Operating System: Microsoft Windows 2003, some Linux® and AIX

### NetApp partner

Sirius Computer Solutions, a NetApp Star Partner ([www.siriuscom.com](http://www.siriuscom.com))



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