



# Backup Express

## Success Story: Bond Pearce

### UK's Bond Pearce Stays One Step Ahead with Backup Express

*"We needed an enterprise solution to be able to go forward, and Backup Express filled that need."*

David Lee  
Infrastructure Manager  
Bond Pearce

#### Organizational Profile

- Law firm located in the UK
- The firm specializes in banking, retail, energy, technology, and transportation

#### Business Needs

- 24/7 availability
- Support heterogeneous environment
- Support NetWare clustering

#### Environment

- Novell NetWare, Linux, Sun Solaris, and Windows platforms
- Four HP MSL5026 tape libraries

#### Benefits

- Provides an enterprise-wide data protection solution
- Secures all servers through a single catalog accessible through an intuitive GUI
- Supports NetWare clusters in a SAN environment
- Oracle and Sybase application options enable business data protection

#### The Challenge:

Maintaining client trust is crucial to Bond Pearce, one of the leading commercial law firms in the UK. With 62 partners and over 250 other lawyers, its realm of expertise covers key sectors such as banking, insurance, retail, energy, technology and transportation. The firm is uniquely positioned to help its public and private sector clients meet the challenges of a 21<sup>st</sup> century business world. While core operations are conducted in the cities of Plymouth, Exeter, Bristol, London and Southampton, Bond Pearce also has branches in Cardiff, Edinburgh and Leeds. Bond Pearce's UK and international clients turn to the firm for help and advice on such varied issues as corporate law, intellectual property, human resources, e-commerce and technology. They rely on the firm to give them sound direction, and in turn, entrust them with their own confidential information.

The firm's offices are connected via a WAN, which serves roughly 670 users. Bond Pearce's environment is heterogeneous. The servers in use are a combination of HP Proliant 320s, 360s, 380s, 580s and a SUN Ultra Sparc II. Operating systems are Windows 2000, NetWare 6, and Sun Solaris 9. Linux has also been added to the mix to run a number of Progress databases. In Plymouth, the master server is looking after three two-node NetWare 6 clusters, 12 Windows nodes and a Sun Solaris box. Backups go to four HP MSL5026 libraries, the biggest of which has 48 slots and two drives. The three other libraries have single drives with 24 slots each. Backup media are SDLT tapes with 160/320 native capacities. Also in Plymouth is an HP MA8000 SAN with failover clusters capable of holding 3.6 TB. Data volume, as in all organizations, fluctuates. At the moment, Bond Pearce seems to be facing a data growth spurt: over the next six months, the firm expects to see an increase of between 250 GB and 500GB.

#### The Solution:

"When we were looking to purchase our HP SAN, we were looking for a product that would fulfill our requirements where NetWare clustering is involved," said David. The importance of clustering when it comes to maintaining the 24/7 availability of an enterprise cannot be overstated. When a computer unexpectedly fails or is intentionally taken down, clustering ensures that the processes and services being run switch to another machine, or "fail over," in the cluster. This happens without interruption or the need for immediate user intervention. "We were previously using Veritas' Backup Exec, and it wasn't fulfilling our requirements." Among the problems David Lee and his staff experienced with the Veritas solution was instability on the NetWare platform. Another issue was Bond Pearce's expanding infrastructure. As David commented, "Our architecture had grown beyond the scope of Backup Exec."

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This situation prompted the search for a new data protection solution. Following the recommendation of Ikon, the reseller Bond Pearce was working with on implementation, David decided to try Backup Express. He obtained a trial copy, installed it in a lab environment with a NetWare 6 cluster, and proceeded to run some disaster recovery tests. He was pleased with the results: "We effectively backed the cluster up, then blew everything away, and then restored from that," he said. "What really sold us is that it was the first product that we came across that actually supported NetWare clustering properly and had stability. The Novell support was very good. We found other vendors were not as helpful in the Novell NetWare area as we would have liked them to have been."

### The Benefits:

Currently, David and his staff run full backups on weekends, within a 24-hour window. On weekdays, daily incrementals are run. "We back up standard Word documents," he said. "We back up an Oracle database, which holds all of our financial records, as well as all of our solicitors' recorded time. We also back up Sybase databases on the NetWare servers, which hold workstation and asset inventory." In total, about 1.5 TB of data is backed up per week. In terms of retention requirements, Bond Pearce keeps daily backups for 13 days, weekly backups for 27 days and monthly backups for 112 days; yearly backups are kept indefinitely.

Recently, Backup Express was put to the test. At one point, a RAID-5 disk set on the Bond Pearce SAN was lost. Fortunately, the data was recovered. "We restored the Oracle database without having to perform any fixes. Everything came back up fine," said David. Incidents like these prove to David Lee that he has invested in a solid backup solution. "We needed an enterprise solution to be able to go forward," he noted, "and Backup Express filled that need."

### About Backup Express:

Backup Express is a high-performance enterprise data protection solution with innovative technology and manageability for UNIX, Windows, Linux and NetWare environments. Backup Express is the only solution that integrates heterogeneous snapshot, image and rapid recovery options, supports any combination of UNIX, Windows, NetWare, Linux and NDMP/NAS in a SAN, performs backup of all data directly across the fibre network, dynamically shares all drives, supports all NDMP incrementals, and controls this entire enterprise environment with a single catalog and browser-based GUI. Backup Express's distributed architecture allows it to utilize any storage device in the network regardless of platform. For more information, call 201-930-8200 or visit [www.syncsort.com](http://www.syncsort.com).